

# PVTA Onboard Customer Survey Southern Service Region 2024



Prepared under the direction of the Pioneer Valley Metropolitan Planning Organization for the Pioneer Valley Transit Authority by the Pioneer Valley Planning Commission

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## Acknowledgement

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- Benjamin Markham
- Charlie Townswick
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- Dennis Syriac
- Anna Mayo
- Elsbeth Wendell

PVPC would like to specifically thank Anna Mayo who dedicated substantial time and effort to this report.

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## Executive Summary

The Pioneer Valley Transit Authority (PVTA) regularly surveys our customers to better understand their travel needs, satisfaction with service, and priorities for improvement. Customer surveys also provide important information that helps PVTA comply with laws and regulations to assure the bus service in our region is fair, equitable and accessible.

In March, April and May of 2024, a total of 1,526 surveys were completed by PVTA customers on 25 bus routes primarily within Hampden County, PVTA's Southern Service Region. These routes provide 56% of all PVTA fixed-route rides in the Pioneer Valley. Customer satisfaction ratings are summarized below.

Table 1: PVTA 2024 Southern Region Passenger Satisfaction Overview

| Good<br>61% and Above                                                    | Acceptable<br>56%-60%                                                                                             | Needs Improvement<br>51%-55%                                                       | Urgent Improvement<br>Below 50%                                                                             |
|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Service where I desire</li></ul> | <ul style="list-style-type: none"><li>• Total Travel Time</li><li>• Driver enforcement of PVTA Policies</li></ul> | <ul style="list-style-type: none"><li>• On-Time performance of the buses</li></ul> | <ul style="list-style-type: none"><li>• Cleanliness of the buses</li><li>• Frequency of the buses</li></ul> |

PERCENTAGES FOR THE CATEGORIES ABOVE ARE THE PROPORTIONS OF ALL VALID RESPONSES FOR EACH CATEGORY WHO RATED EACH CATEGORY SHOWN AS EITHER "SATISFIED" OR "VERY SATISFIED" ON A FIVE-POINT SCALE.

These findings suggest PVTA is doing well with respect to service where customers desire. PVTA is doing reasonably well with Total travel time and Driver enforcement of PVTA policies. PVTA could use some improvement regarding on-time performance of the buses. On the other hand, PVTA riders are least satisfied with the frequency of bus service and cleanliness of the buses.

Key highlights about PVTA Southern Region customers' travel and characteristics are included below. Not every customer surveyed was able to complete every question or preferred to answer every question. These instances are labelled blank throughout the report. Demographics are presented without the presence of blank responses.

## Service Improvements

- 26% of those who answered the question on service satisfaction were dissatisfied with the frequency of PVTA buses.
- 22% of those who answered the question on service satisfaction were dissatisfied with the cleanliness of the buses.
- The most requested improvements to service include more frequent service (46% of all trips surveyed), more destinations (34%) and lower fare (32%).
- Sundays throughout the day (5am-Midnight) are the most requested times for added service? .

## Reasons for Riding

- 3% of all trips surveyed had access to a personal vehicle all of the time, 35% never have access to a vehicle, and 30% have access to a vehicle some of the time.
- 43% of all trips surveyed ride out of convenience and 38% described the service as costing less.
- Customers of 34% of all trips surveyed said they would walk if PVRTA was not available. 24% would seek rides from family or friends and 22% would choose Uber/Lyft.
- 30% of all trips surveyed were completed by someone without access to a vehicle.
- 39% of all trips surveyed are in households that do not own personal vehicles.

## Trip Planning and Preparing

- 82% of all trips surveyed started with a walk to the bus stop.
- The most common fare type, Adult One-Way Trips, represented 28% of all trips surveyed. 11% participated in a fare free or prepaid pass program.
- 37% of all trips surveyed purchased their tickets onboard with cash. 26% purchased their ticket through the BusPlus+ App.

## Trip Characteristics

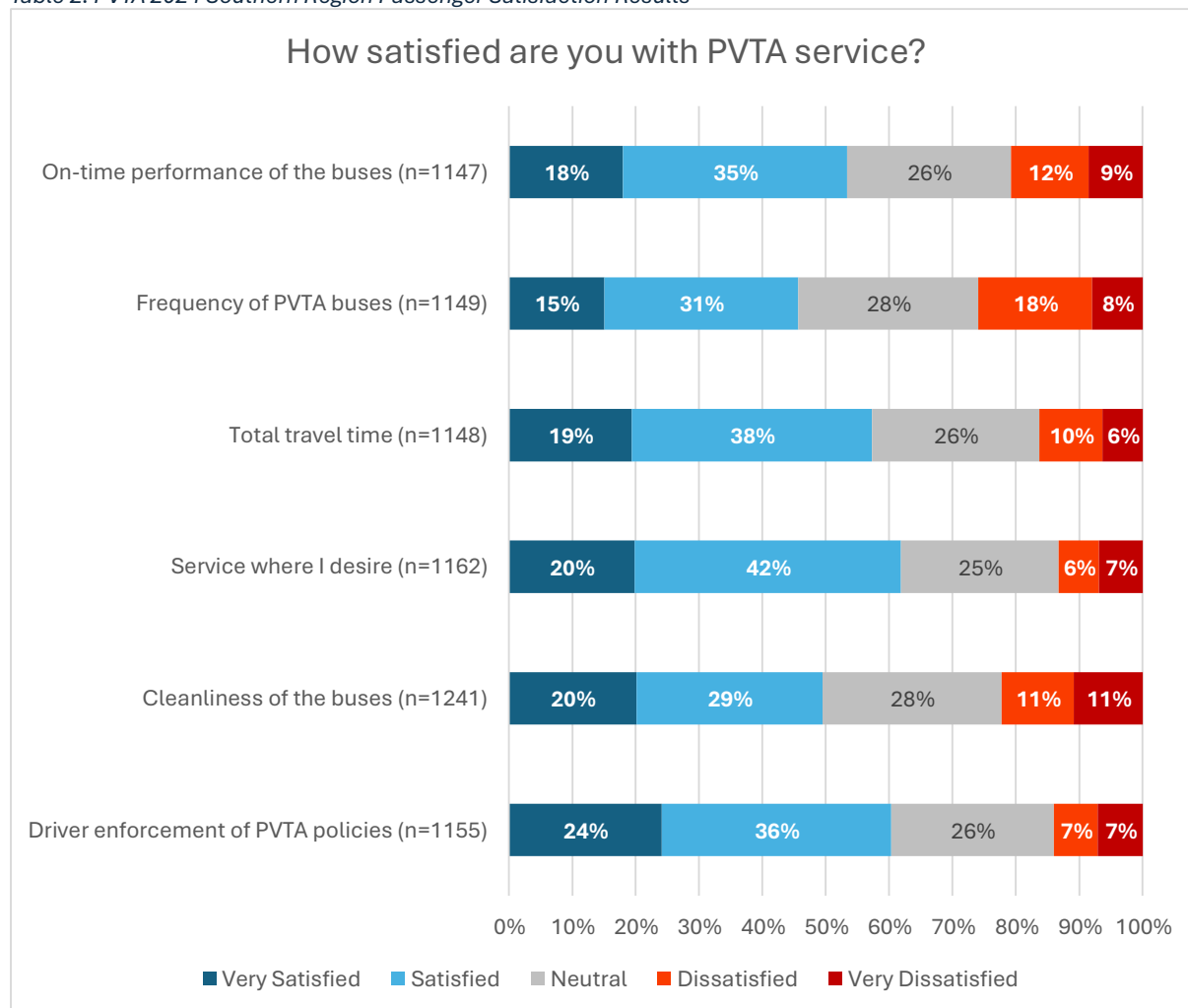
- 47% of all trips surveyed ride the bus 5 or more days per week, and another 41% do so at least once a week.
- Most common, 35% of all trips surveyed included a commute to work. 28% of trips included shopping.
- 44% of all trips surveyed included a transfer.

## Demographics

- 52% of those who answered live below the Federal Poverty Level.
- 29% of those who answered live in single individual households.
- 65% of those who answered speak English exclusively, 24% both English and Spanish, 7% Spanish exclusively.
- 66% of those who answered are people of color. 38% of those who answered are Hispanic or Latinx. 34% are white and 17% are Black or African American.
- 48% of those who answered are Male, 47% are Female, and 3% identify as a Non-Binary/Third Gender.
- 21% of those who answered are between 25-34 years old.

Customer satisfaction ratings in the 6 categories surveyed are summarized below.

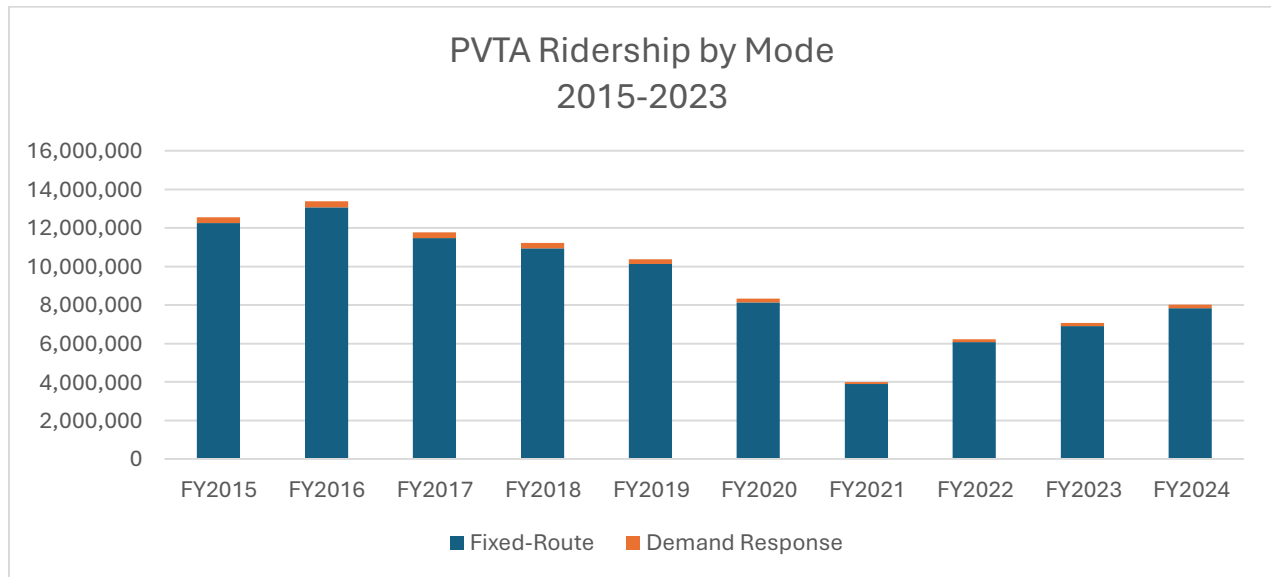
Table 2: PVTA 2024 Southern Region Passenger Satisfaction Results



These results suggest that PVTA must address its frequency of service and cleanliness of the buses in the Southern Service area. On-time Performance is also a priority. Service where desired, total travel time and driver enforcement of policies are relatively low priorities for improvement.

# 1. Introduction

The Pioneer Valley Transit Authority (PVTA) is the largest regional transit authority in Massachusetts. Established in 1974 by Massachusetts General Laws Chapter 161B, the PVTA is the agency that oversees, coordinates, and manages funds for public transportation within 24 participating member communities in the Pioneer Valley. The PVTA oversees the operation of 189 buses in a system that includes 42 fixed-routes and three community shuttles.



PVTA customers made more than 8 million trips within the PVTA network in FY2024 (July-June). More than 7.8 million were within the fixed-route system, while more than 185,000 came from demand response (both ADA Paratransit and Senior Van service Dial-a-ride).

The personal mobility that PVTA provides is critical for the large number of residents within the region who do not, cannot, or choose not to drive. For these people, PVTA provides essential access to places of work, medical appointments, educational opportunities, shopping establishments, and socialization and recreation.

In recent years PVTA has received additional funding through the Massachusetts Legislature and the Massachusetts Department of Transportation (MassDOT) that allowed for prepayment of bus fares for seniors on Tuesdays (an ongoing program) and school age children (a limited program that ended in June, after surveying had completed). Additionally, PVTA received funding for prepayment of all bus fares over certain months throughout the year, but did not include the duration of this survey.

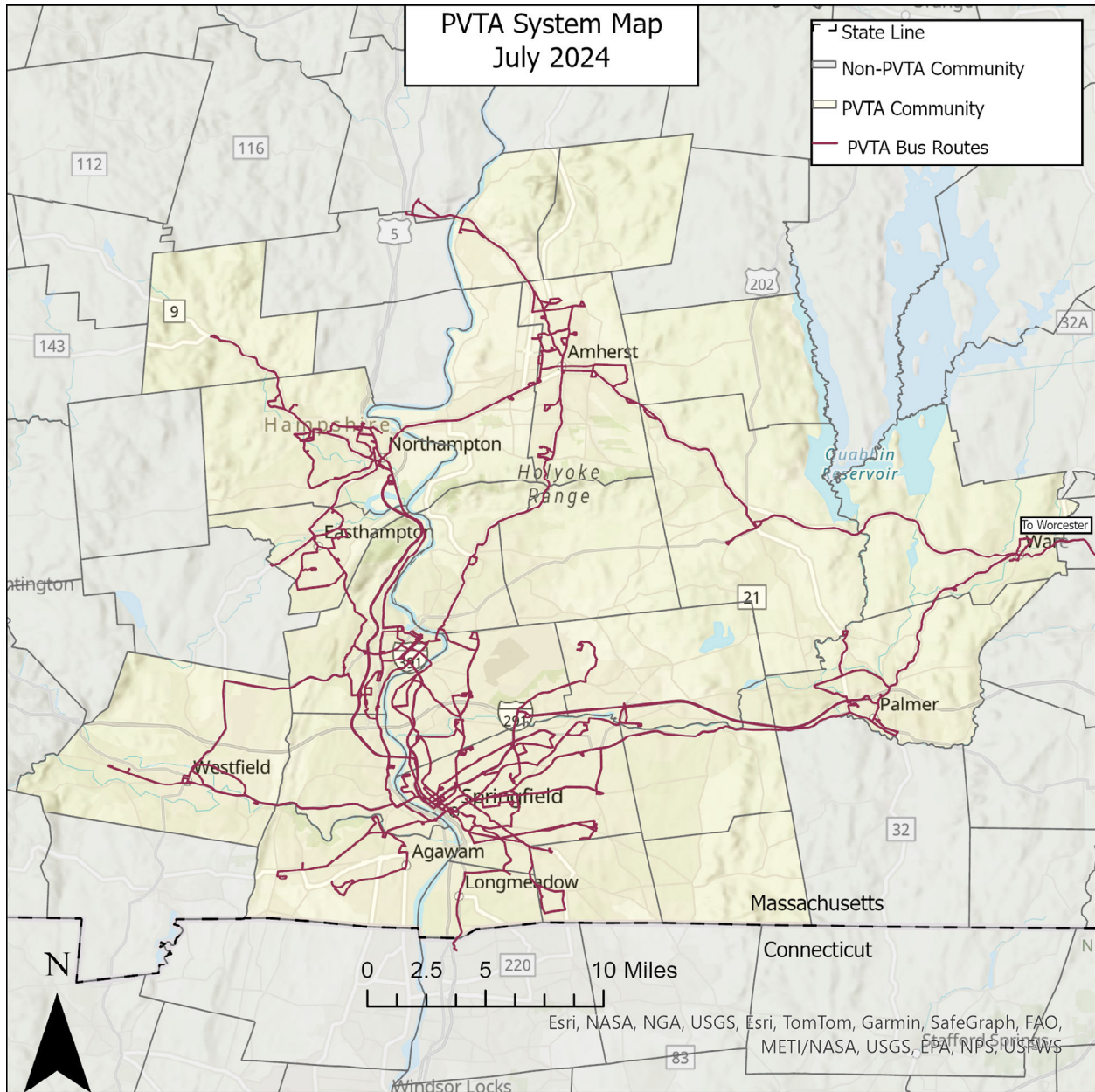
| Northern Region                                                                                                                                                      | Southern Region                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19 routes serving Hampshire County from garages at the University of Massachusetts Amherst campus (UMass garage) and the Northampton Industrial Park (VATCo garage). | 23 fixed-routes and three community shuttles <sup>1</sup> serving Hampden County from the Springfield garage on Cottage Street and passenger terminals at 55 Frank B Murray Street in Springfield and 206 Maple Street in Holyoke.             |
| FY2024 ridership: 3,355,830 trips<br>(43% of system total)                                                                                                           | FY2024 ridership: 4,446,035 trips<br>(56% of system total)                                                                                                                                                                                     |
| Communities: Amherst, Belchertown, Easthampton, Hadley, Leverett, Northampton, Palmer, Pelham, Sunderland, Ware and Williamsburg.                                    | Communities: Springfield, Chicopee, Holyoke, Agawam, East Longmeadow, Granby, Hampden, Longmeadow, Ludlow, South Hadley, West Springfield, Westfield, and Wilbraham.<br>(Hampden and Leverett receive only PVTA Senior “Dial a Ride” service.) |

This survey focuses on customers who ride buses in PVTA’s Southern Region, which are operated by Springfield Area Transit Company (SATCo), a contract managed by DGR, Inc, and Hulmes Transportation Services Inc. Ltd.

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<sup>1</sup> While two of the community shuttles (Ware and Palmer Shuttles operated by Hulmes Transportation Inc. Ltd.) have a fixed schedule, the Wilbraham Shuttle is operated on a demand response model and is not included within this analysis.

## PVTA's Service Area



## Survey Method

The onboard customer survey was conducted by staff of the Pioneer Valley Planning Commission during March, April and May of 2024 on the 25 fixed bus routes in the Southern Region of the PVTa service area (Hampden County). Surveys were conducted on days when the regional colleges were in session, as well as during the academic spring break. Surveys were conducted throughout both the day and the days of the week to achieve a representative sample of riders' use patterns.

| Route          | October '23 Ridership | Proportion of Total | Sample Size | Actual Surveys Collected |
|----------------|-----------------------|---------------------|-------------|--------------------------|
| G1             | 55,103                | 15.3%               | 133         | 138                      |
| G2             | 37,770                | 10.5%               | 112         | 121                      |
| G3             | 17,960                | 5.0%                | 79          | 85                       |
| B4             | 4,085                 | 1.1%                | 39          | 41                       |
| G5             | 4,878                 | 1.4%                | 42          | 44                       |
| B6             | 22,822                | 6.4%                | 89          | 92                       |
| B7             | 55,467                | 15.4%               | 133         | 136                      |
| R10            | 16,920                | 4.7%                | 77          | 79                       |
| P11            | 2,081                 | 0.6%                | 28          | 28                       |
| B12            | 98                    | 0.0%                | 6           | 7                        |
| R14            | 5,688                 | 1.6%                | 46          | 51                       |
| B17            | 11,296                | 3.1%                | 64          | 75                       |
| G19            | *                     | *                   | *           | 17                       |
| P20            | 51,671                | 14.4%               | 129         | 131                      |
| P21            | 25,839                | 7.2%                | 94          | 103                      |
| P21E           | 6,546                 | 1.8%                | 49          | 58                       |
| R22            | *                     | *                   | *           | 19                       |
| B23            | 5,691                 | 1.6%                | 46          | 47                       |
| R24            | 1,818                 | 0.5%                | 26          | 27                       |
| R29            | 4,651                 | 1.3%                | 41          | 46                       |
| G73E           | 9,077                 | 2.5%                | 57          | 59                       |
| X90            | 12,401                | 3.5%                | 66          | 48                       |
| X92            | 7,207                 | 2.0%                | 51          | 59                       |
| Palmer Shuttle | *                     | *                   | *           | 7                        |
| Ware Shuttle   | *                     | *                   | *           | 8                        |

The minimum number of survey responses needed for each route was calculated on a proportional basis relative to the monthly ridership total for October 2023. Data from the month of October was selected because it is when ridership is historically at its highest level within a given year. To keep the integrity of the survey at the service provider level, a 95% confidence level and a +/- 5% margin of error were selected for the statistical

calculation for each route based on ridership within October 2023. The total surveys collected will also allow for comparisons between contracted service providers.

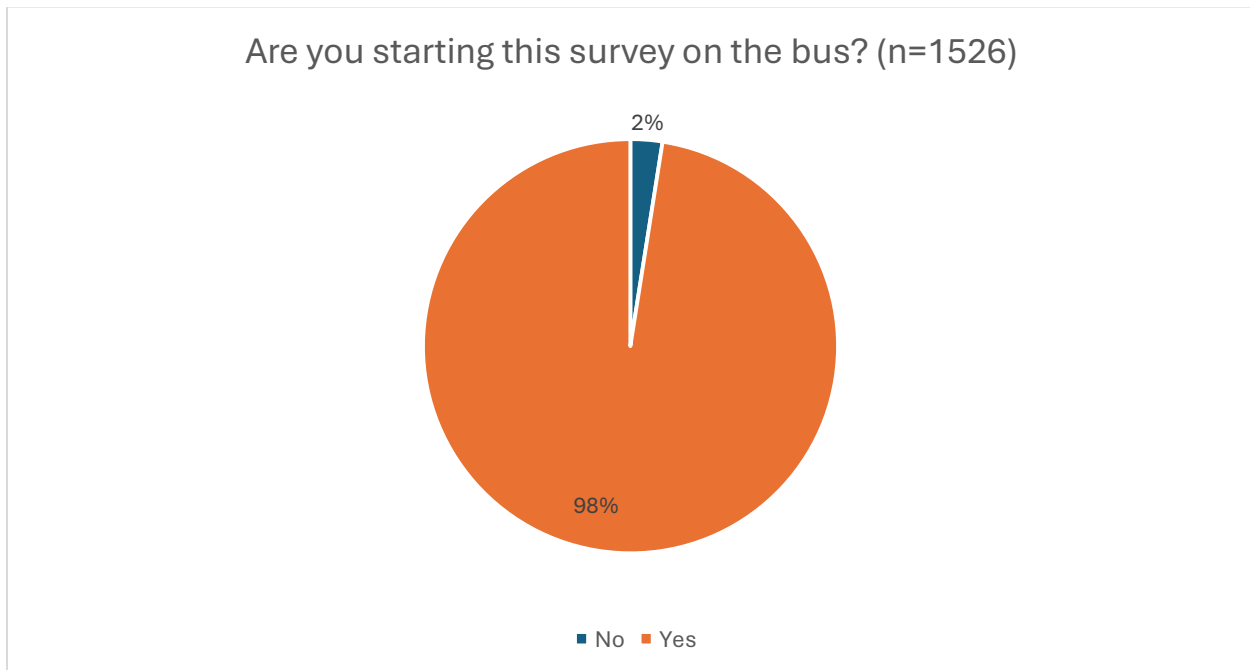
Cross tabulations and analysis for individual routes and subsets are provided for information, discussion and topics for further analysis; however, it is not possible to achieve the same 95% confidence interval for individual routes as has been established for the full population. Comparisons that show statistical significance are mentioned as such. The G19, R22, Palmer and Ware Shuttles are new routes, as a result ridership could not be used to determine a sample size.

The survey was conducted online, using a surveying program called Alchemer which passengers could access on their mobile phones, or using a tablet provided by PVPC personnel wearing a “Surveyor” badge. A paper form was also available for passengers who requested it. Both paper and online surveys were available in English and Spanish. Survey personnel made onboard announcements to passengers, explaining the survey and directing them to the appropriate website. Surveys were administered throughout all weekday mornings, afternoons and evenings to achieve a representative sample of riders and trip purposes.

## 2. Survey Results

The following charts are results from the survey. 1,526 survey responses included answers beyond identifying the bus route on the online form, or answers were given to any of the questions on the paper survey. Paper surveys were administered in-person, and the surveyors identified the route at the top of each survey. Within the online survey system, customers self-identified the bus route that they were riding or rode most recently. Given a paper survey, customers chose to start and end their responses as they saw fit. As such, all responses to each question are reported along with a tabulated number of blank responses. Questions identified with a roman numeral are questions exclusive to the online system. When the sample size (n) is less than 1,526, the question is likely either exclusively available online or the question was designed as a subset of the full sample size (such as working or college populations). Demographic questions and service satisfaction questions (using a five-point satisfaction scale) are reported based on the number of those who answered those questions.

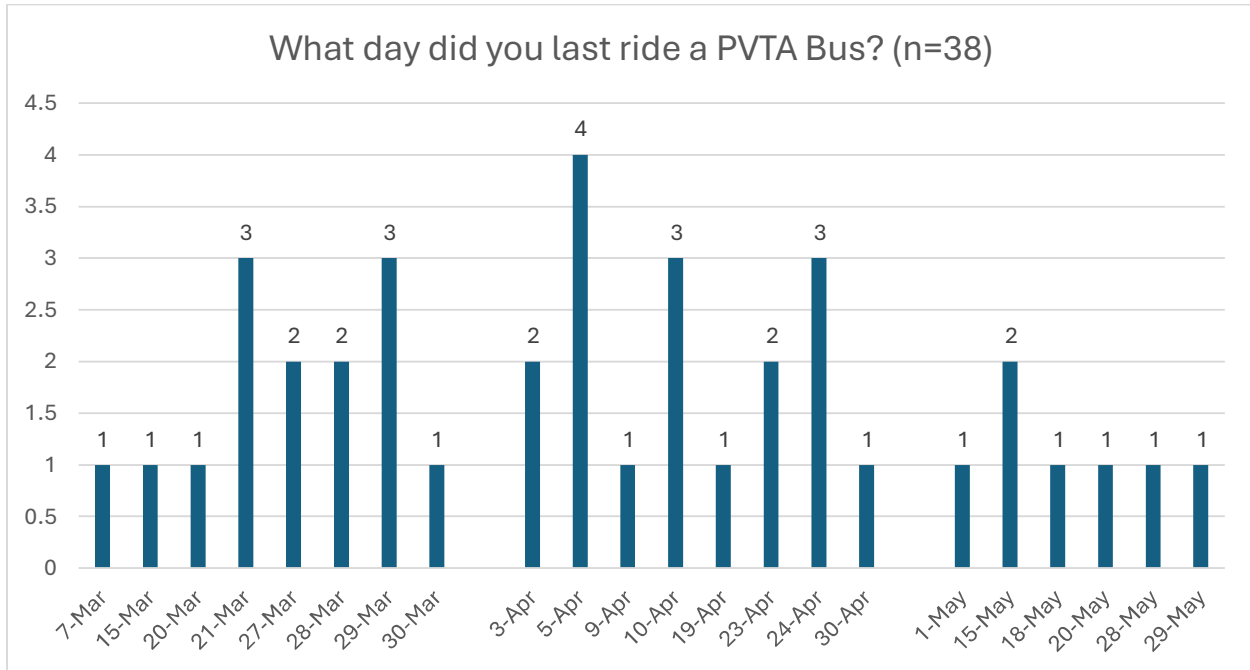
### Question i. Are you starting this survey on the bus?<sup>2</sup>



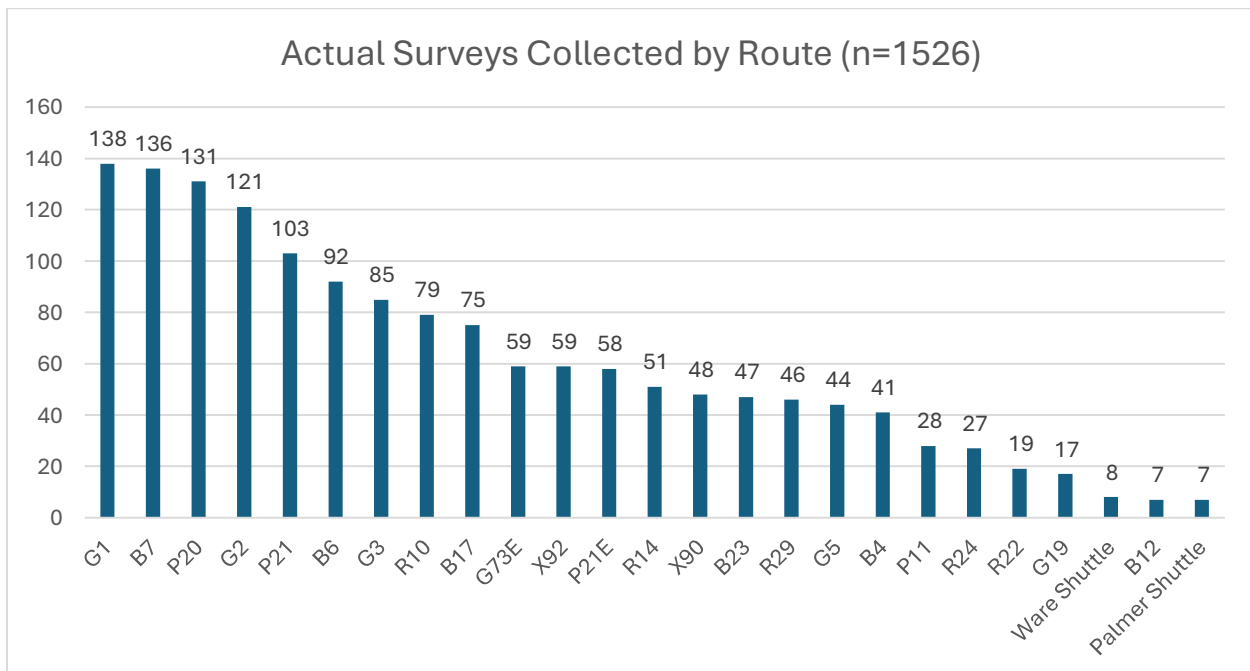
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<sup>2</sup> Completing a paper survey indicates that the survey was completed in-person while the customer was on the bus.

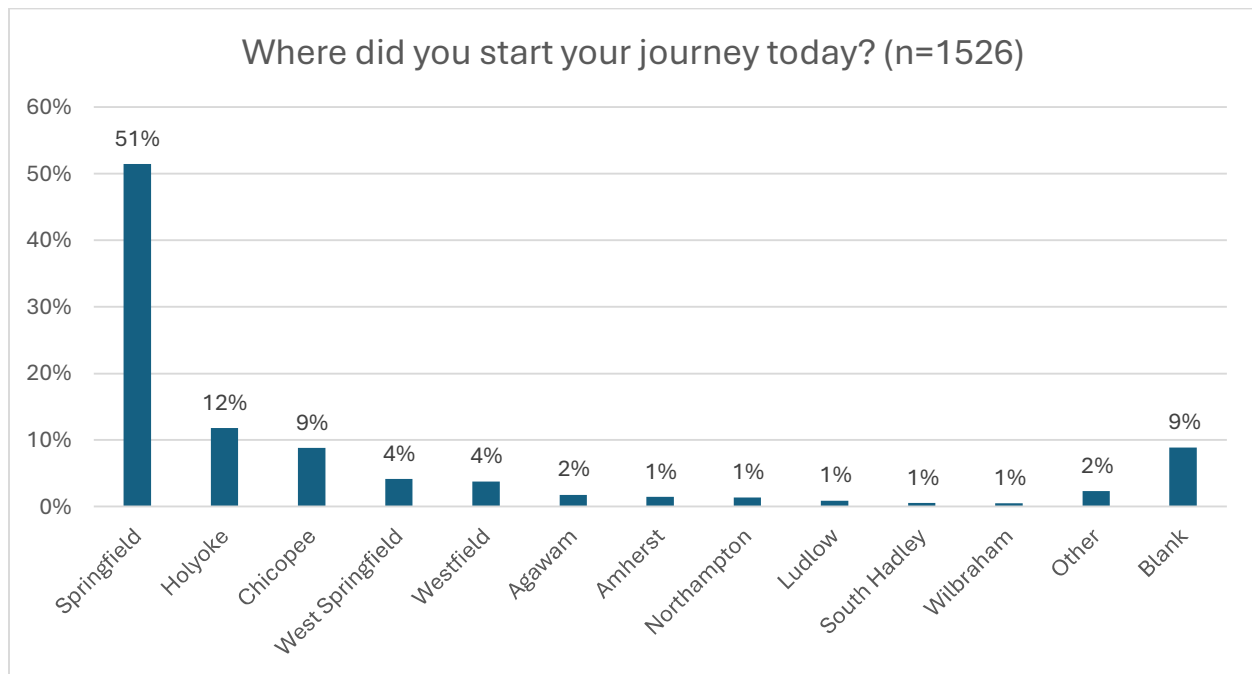
## Question ii. What day did you last ride a PVTA Bus?



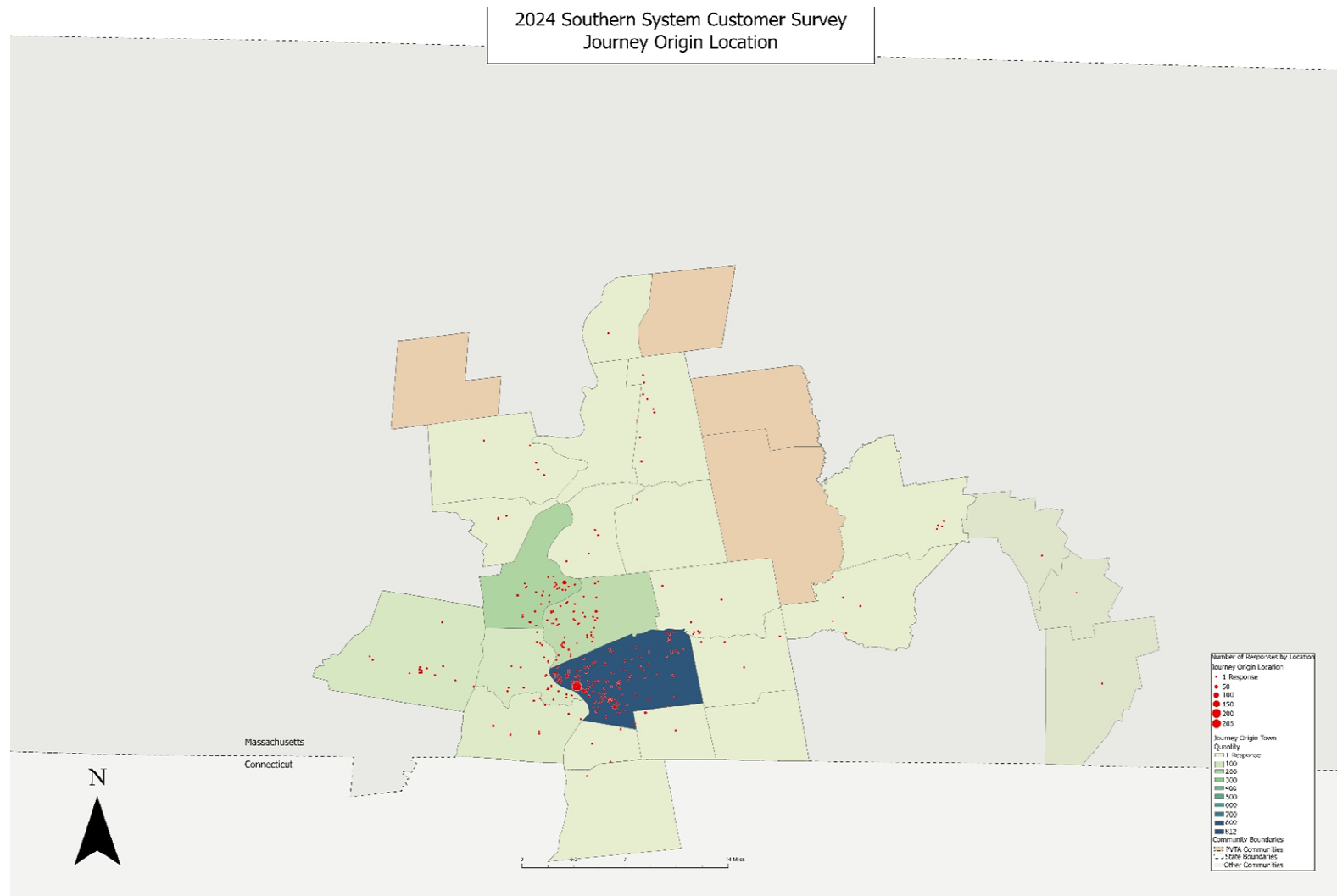
## Question iii. What bus route are you on or did you most recently ride?



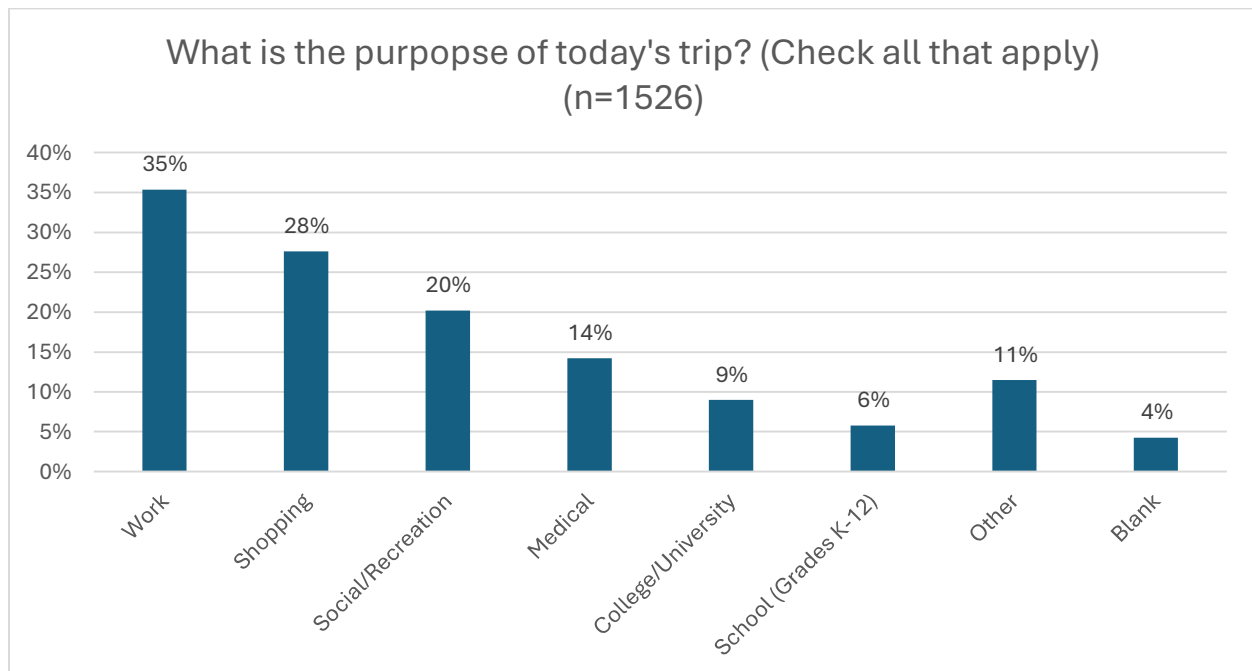
## Question 1. Where did you start your journey today?



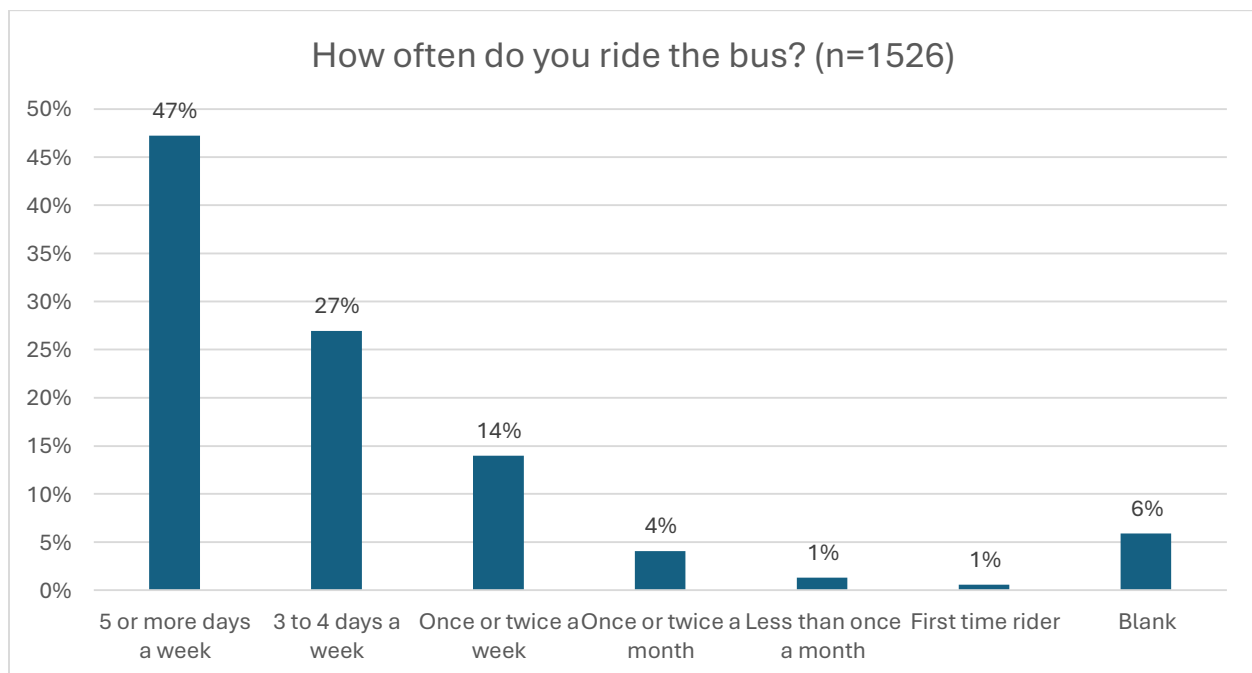
## Journey Origins Map



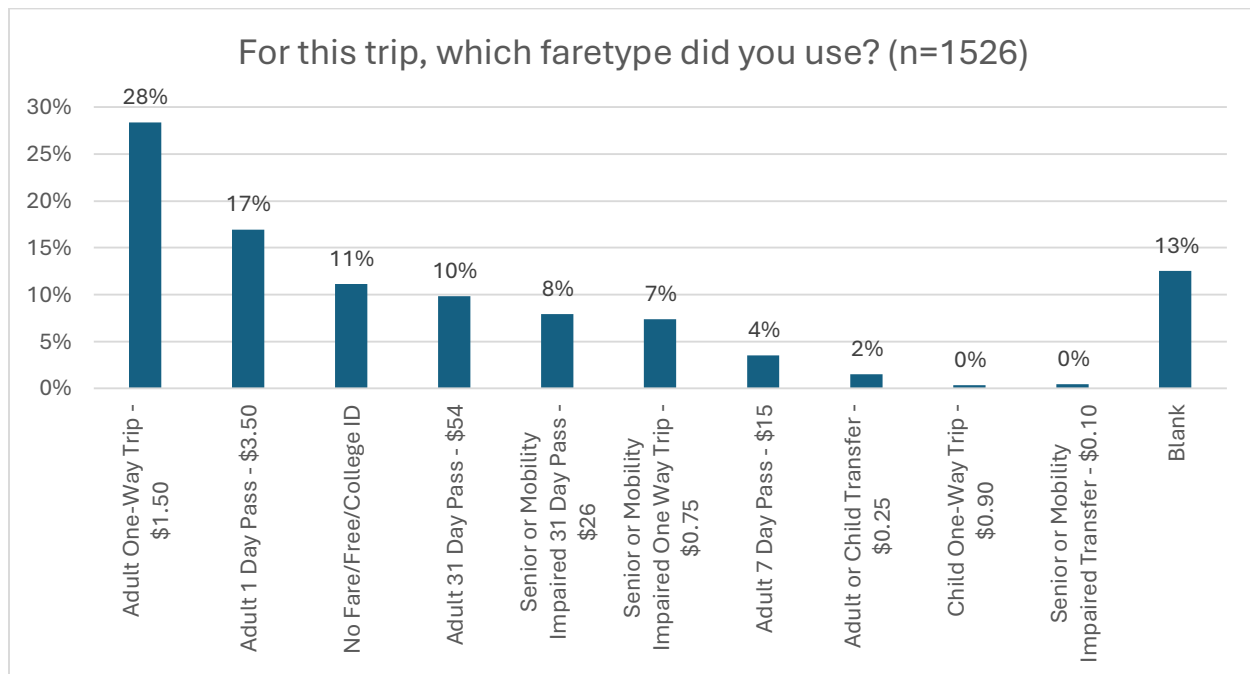
## Question 2. What is the purpose of today's trip?



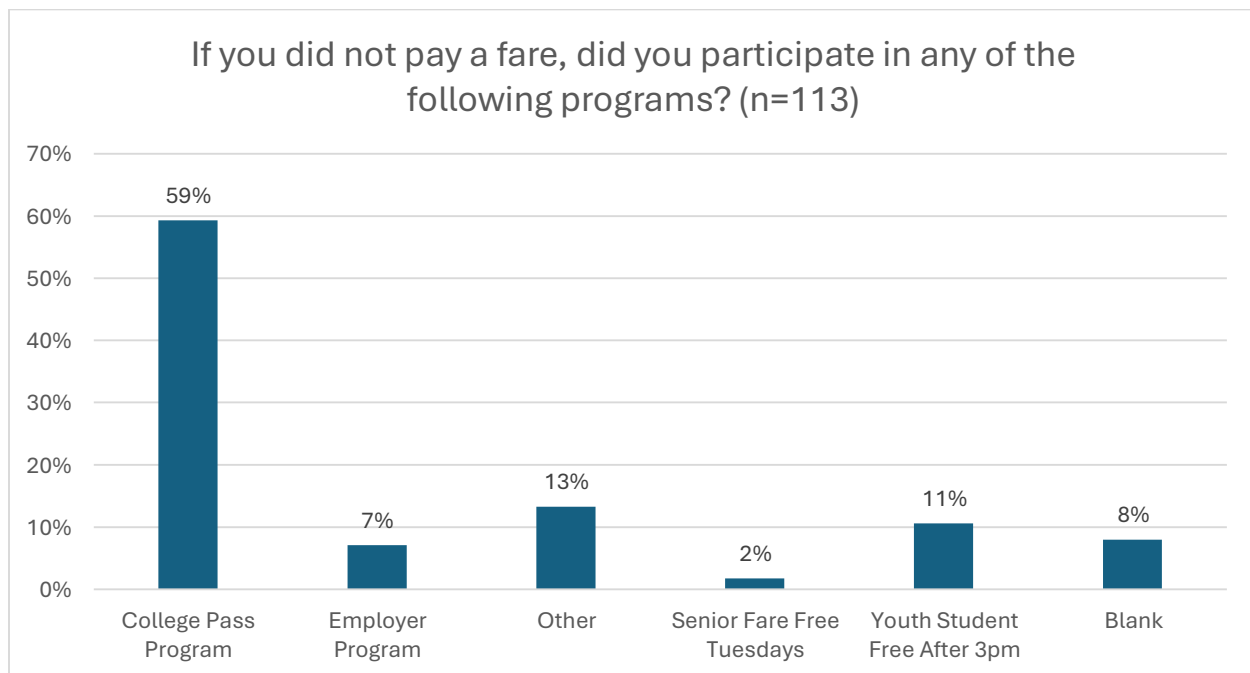
## Question 3. How often do you ride the bus?



#### Question 4. For this trip, which fare type did you use?

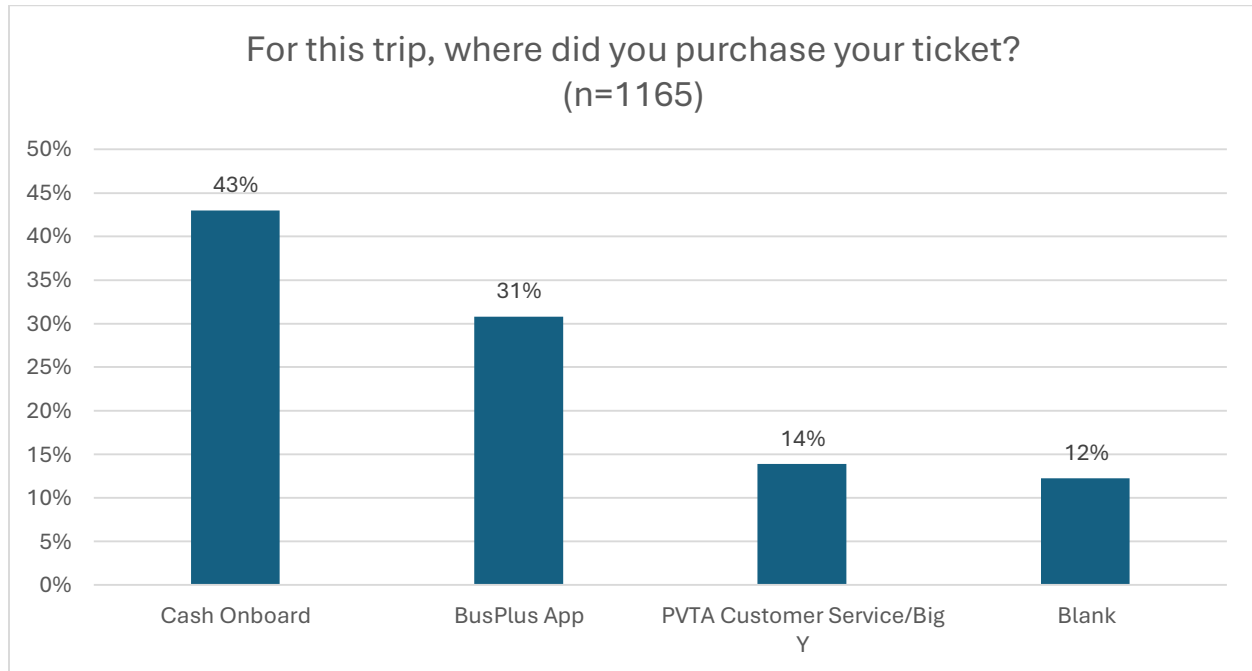


#### Question iv. If you did not pay a fare, did you participate in one of the following programs?



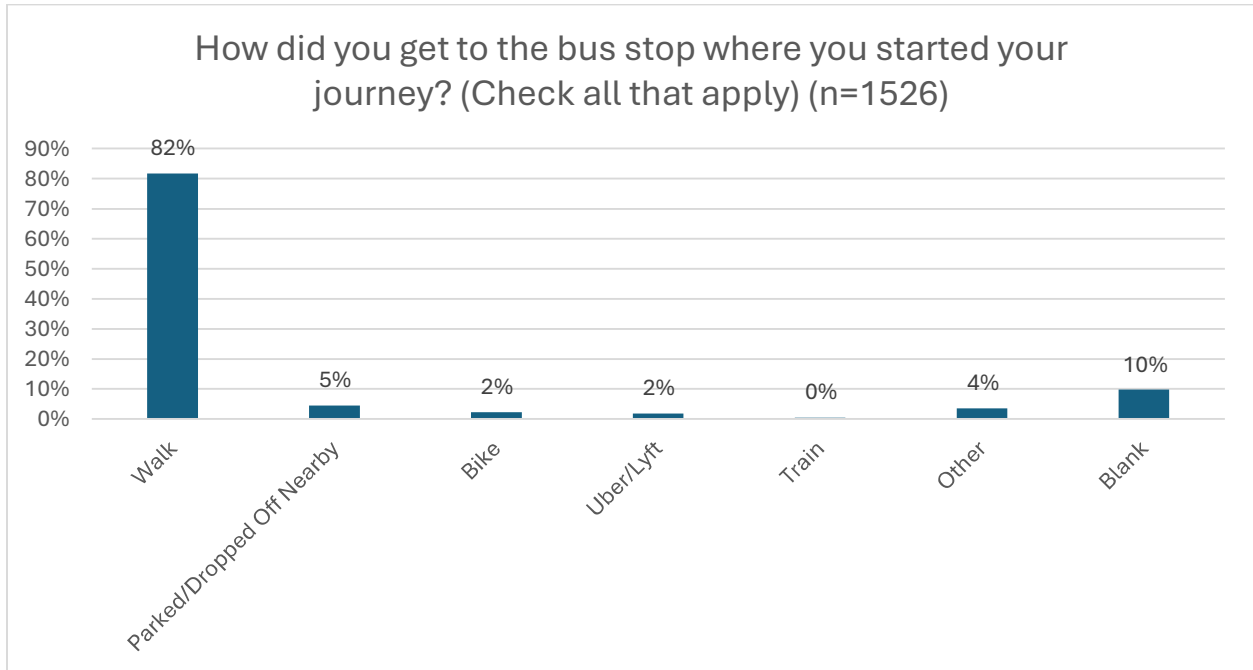
This question was presented only to those completing the survey online and who chose No Fare/Free/College ID as the method of paying for this trip. These results represent 7% of the total number of trips surveyed.

### Question 5. Where did you purchase your ticket?

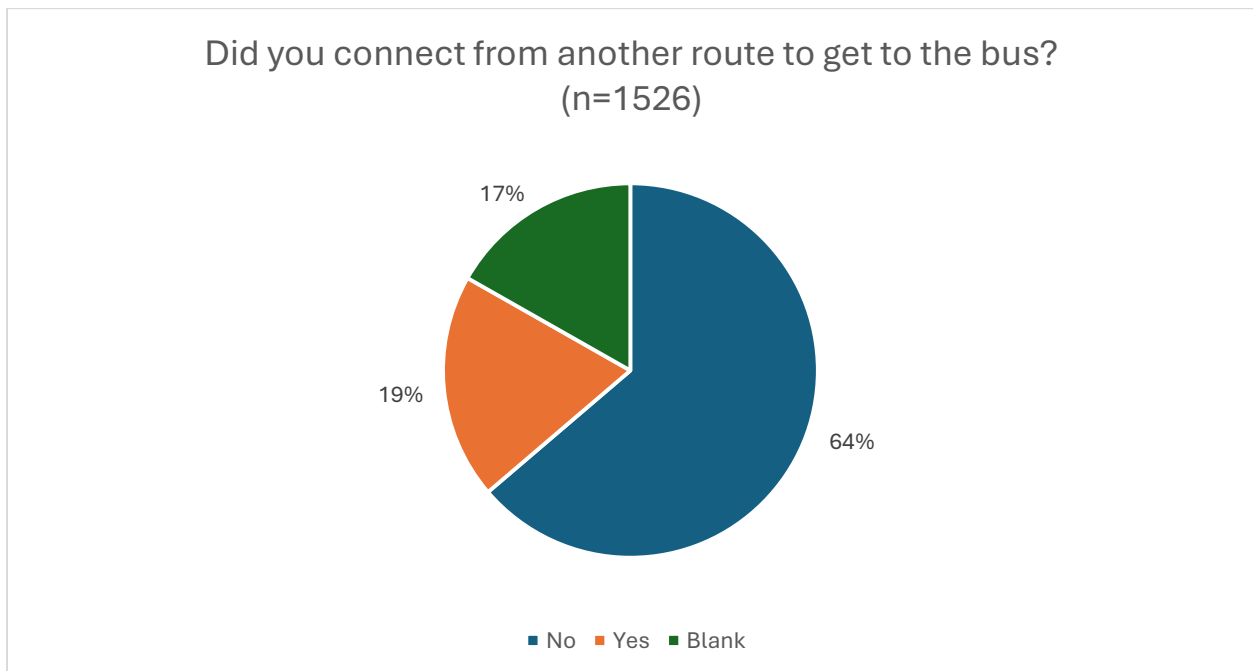


The sample size (n) is the total number of trips where surveys that included a response of a fare was paid; excluding trips without fare payment paying ticket.

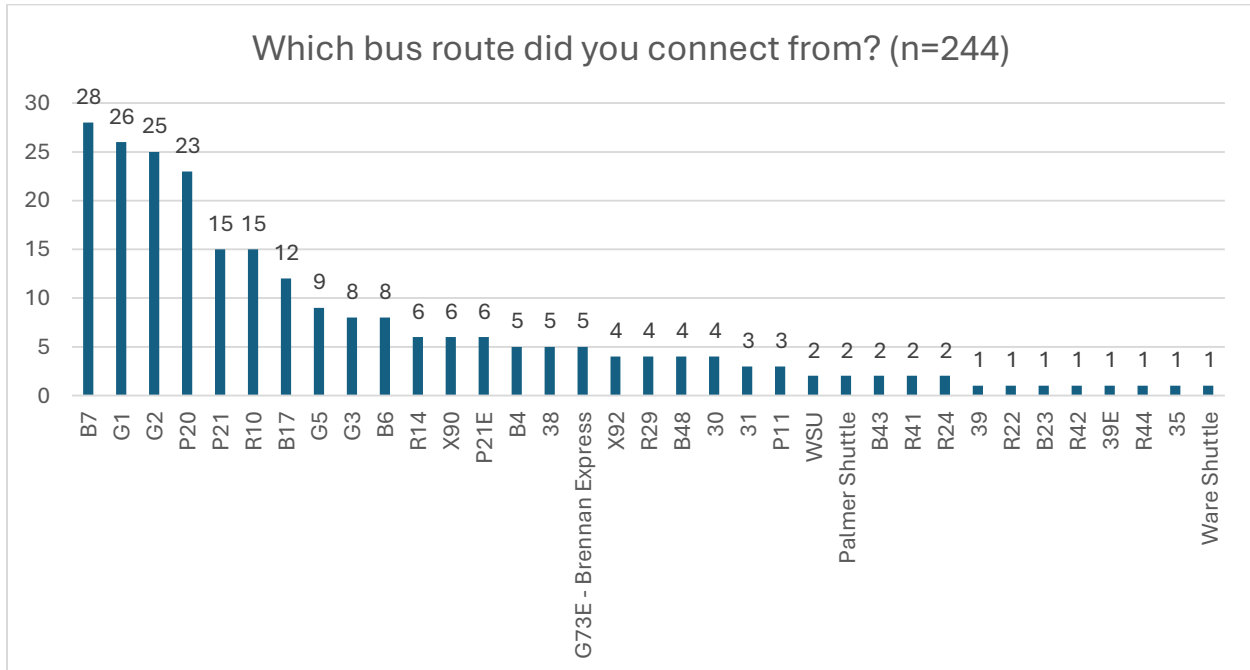
### Question 6. How did you get to the bus stop today?



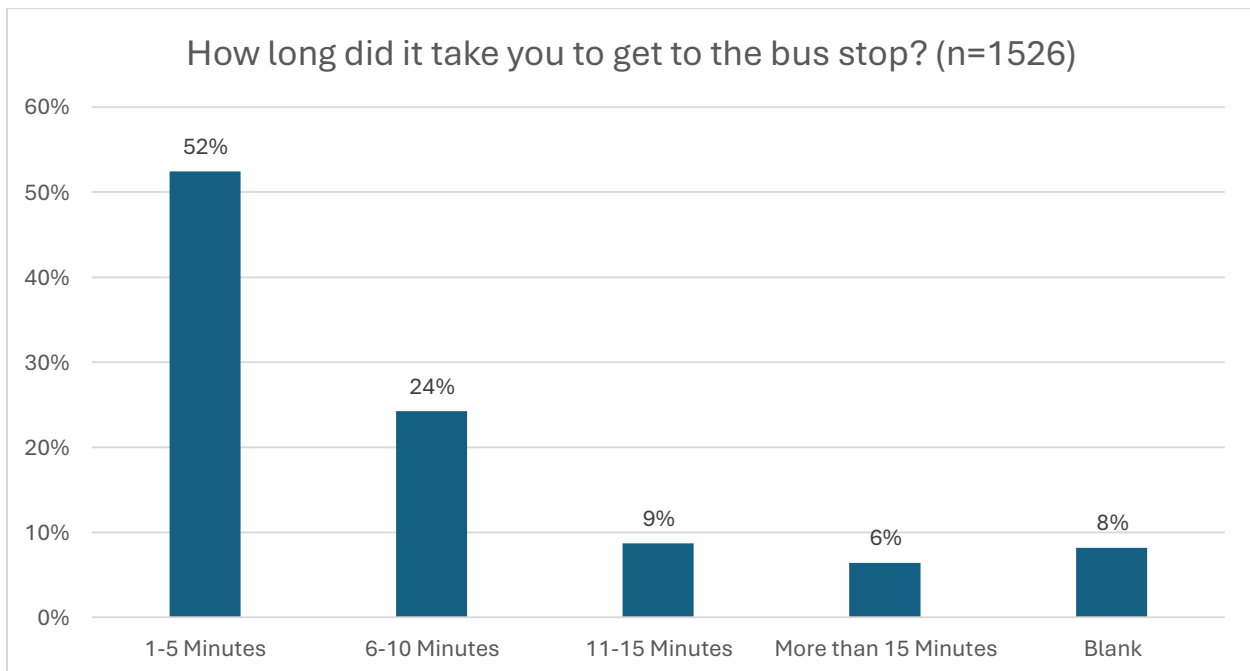
### Question 6a. Did you connect from another route to get to the bus?



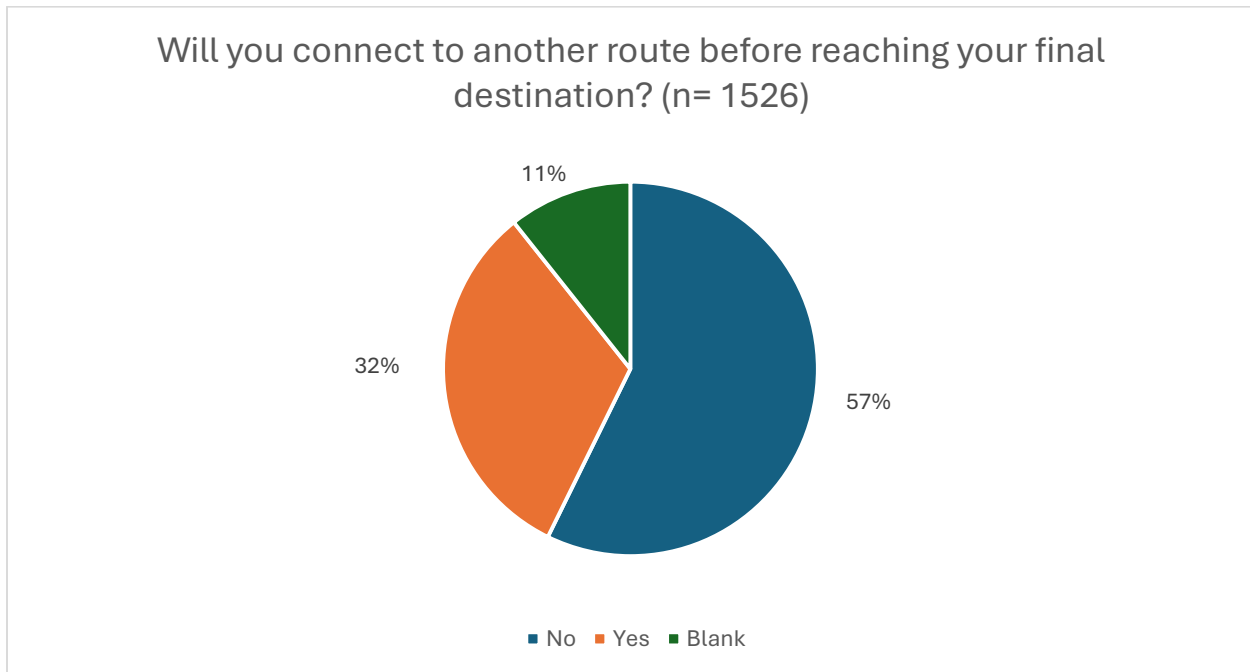
## Question 6b. Which bus route did you connect from?



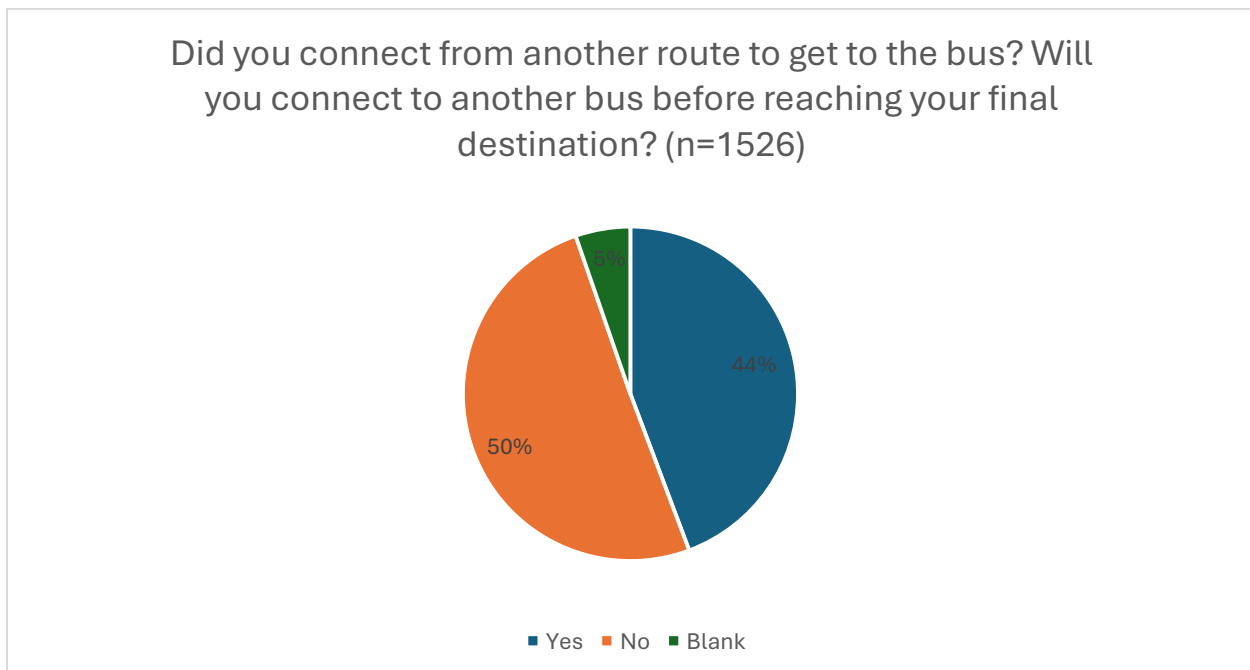
## Question 7. How long did it take you to get to the bus stop?



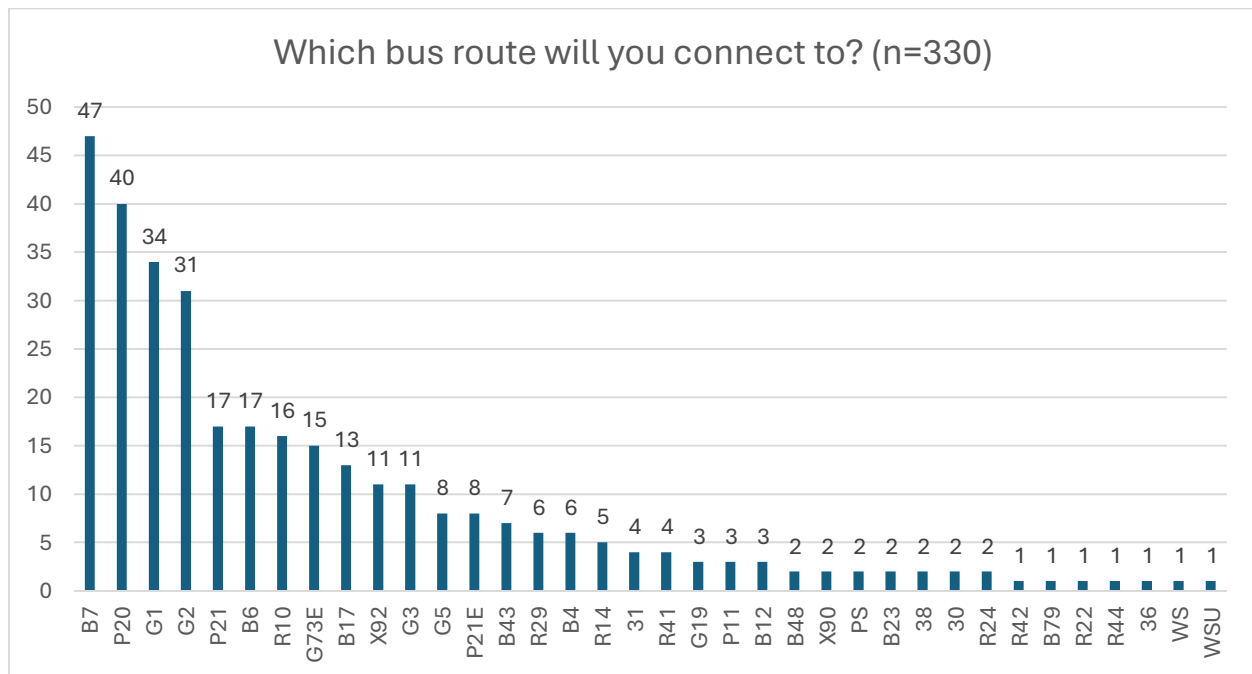
Question 8. Will you connect to another route before reaching your final destination?



Questions 6 and 8. Did you connect from another route to get to the bus? Will you connect to another route before reaching your final destinations?



## Question 8a. If yes, which route?



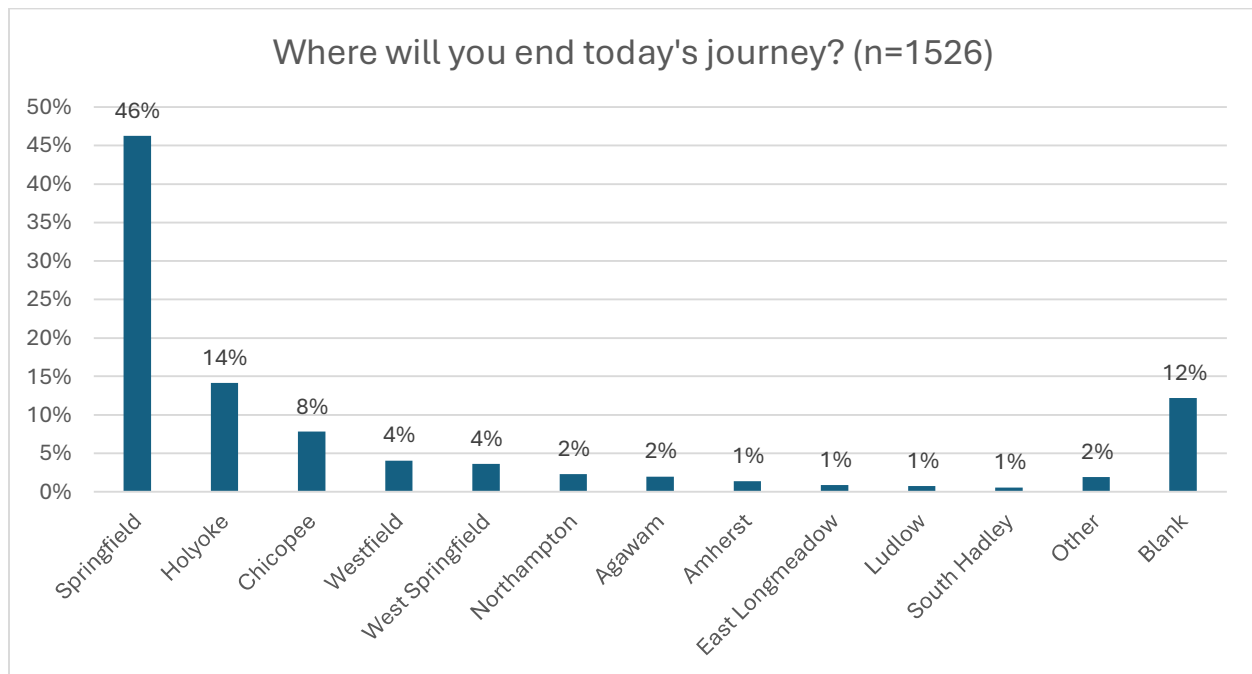
## Route Connections between Buses

|                              | Current Bus Ride |     |    |    |     |     |    |      |     |      |     |     |     |    |    |     |    |     |     |     |     |    |    |     |     |
|------------------------------|------------------|-----|----|----|-----|-----|----|------|-----|------|-----|-----|-----|----|----|-----|----|-----|-----|-----|-----|----|----|-----|-----|
|                              | G1               | P20 | B7 | G2 | R10 | B17 | B6 | G73E | P21 | P21E | R29 | R14 | X92 | G5 | G3 | P11 | B4 | R24 | B23 | G19 | X90 | PS | WS | B12 | R22 |
| Route Connecting From and To | B7               | 8   | 3  | 9  | 11  | 1   | 5  | 4    |     | 6    | 5   | 2   | 5   | 3  | 3  | 4   | 1  | 1   |     |     | 2   | 1  | 1  |     |     |
|                              | P20              | 5   | 9  | 8  | 5   | 3   | 5  | 6    | 2   | 4    | 2   | 2   | 2   | 4  |    | 1   | 1  | 3   | 1   |     |     |    |    |     |     |
|                              | G1               | 11  | 9  | 5  | 6   | 1   | 1  |      | 3   |      | 3   | 1   | 3   | 2  | 5  | 2   | 2  | 3   |     | 1   |     | 1  |    |     | 1   |
|                              | G2               | 7   | 5  | 5  | 7   | 3   | 1  | 2    |     | 4    | 3   |     | 2   | 2  | 3  | 5   | 7  |     |     |     |     |    |    |     |     |
|                              | P21              | 5   | 4  | 1  | 1   | 4   | 1  | 5    | 1   | 2    | 1   |     | 1   |    |    | 2   |    | 1   |     | 1   | 2   |    |    |     |     |
|                              | R10              | 3   | 2  | 2  | 2   | 11  | 2  |      | 1   | 1    |     |     | 1   | 1  | 1  | 1   | 1  |     | 2   |     |     |    |    |     |     |
|                              | B17              | 2   | 1  | 7  |     | 1   | 6  | 1    |     | 1    | 1   |     |     |    | 2  |     | 1  | 1   |     |     |     |    | 1  |     |     |
|                              | B6               | 1   | 1  | 1  | 2   | 1   | 1  | 6    | 4   | 1    | 1   | 1   |     | 1  | 1  | 1   | 1  |     |     |     |     |    |    |     |     |
|                              | G73E             | 4   |    |    | 1   | 1   | 1  |      | 3   |      | 1   |     | 5   | 1  | 1  | 1   |    | 1   |     |     |     |    |    |     |     |
|                              | G3               |     | 3  | 4  | 3   | 1   |    | 1    | 1   | 1    | 1   | 1   |     | 1  | 1  | 1   | 1  |     |     |     |     |    |    |     |     |
|                              | G5               | 1   | 3  |    |     | 2   |    | 1    | 1   |      | 1   | 1   |     |    | 5  |     | 1  |     |     |     | 1   |    |    |     |     |
|                              | X92              | 1   | 1  | 1  | 3   |     | 1  |      | 1   | 1    | 1   |     | 3   |    |    | 1   | 1  |     |     |     |     | 1  |    |     |     |
|                              | P21E             | 2   | 1  |    | 2   |     | 1  | 1    |     |      | 2   |     | 2   | 1  |    | 1   |    |     |     | 1   |     |    |    |     |     |
|                              | B4               |     | 1  | 1  |     | 1   | 1  | 1    |     | 1    |     | 1   | 1   |    |    |     | 3  |     |     |     |     |    |    |     |     |
|                              | R14              | 1   |    |    | 1   | 1   |    | 1    | 2   |      |     | 4   |     |    |    | 1   |    |     |     |     |     |    |    |     |     |
|                              | R29              | 1   | 1  |    |     | 1   |    |      | 1   |      | 4   |     |     |    |    |     |    | 1   |     | 1   |     |    |    |     |     |
|                              | B43              |     |    |    |     |     |    | 4    |     |      | 2   |     |     |    |    |     |    |     | 2   | 1   |     |    |    |     |     |
|                              | X90              | 2   |    |    |     | 1   | 1  |      | 1   | 1    |     | 3   |     |    |    |     | 1  |     |     |     | 1   |    |    |     |     |
|                              | 31               |     | 1  | 1  |     |     |    | 1    |     |      |     | 5   | 1   |    |    |     |    |     |     |     |     |    |    |     |     |
|                              | 38               |     |    | 1  |     |     |    |      |     |      |     | 3   |     |    |    |     |    |     |     |     |     |    |    |     |     |
|                              | 30               | 1   |    | 1  |     |     |    |      |     |      |     | 3   |     |    |    |     |    | 1   |     |     |     |    |    |     |     |
|                              | B48              |     | 2  |    |     |     |    | 1    |     | 1    |     |     |     |    |    |     |    |     | 2   |     |     |    |    |     |     |
|                              | P11              |     |    |    | 1   |     |    |      |     | 1    |     |     |     |    | 4  |     |    |     |     |     |     |    |    |     |     |
|                              | R41              |     | 3  |    |     |     |    |      |     | 1    |     |     |     |    |    |     |    | 1   |     | 1   |     |    |    |     |     |
|                              | PS               |     |    |    |     | 1   |    |      |     |      | 1   |     |     | 1  |    |     |    |     |     |     |     |    | 1  |     |     |
|                              | R24              | 1   |    |    |     |     |    |      |     |      |     |     |     |    |    |     |    | 3   |     |     |     |    |    |     |     |
|                              | B12              |     |    |    |     |     | 1  |      |     |      |     |     |     |    |    |     |    |     |     |     |     |    |    | 2   |     |
|                              | B23              |     | 1  |    | 1   |     |    |      |     |      |     |     |     |    |    |     |    |     |     |     | 1   | 1  |    |     |     |
|                              | G19              |     |    |    |     |     |    |      | 1   |      |     |     |     |    |    |     |    |     |     | 1   | 1   |    |    |     |     |
|                              | WSU              |     | 1  |    |     |     |    |      |     |      |     |     | 1   |    |    |     |    |     |     | 1   |     | 1  |    |     |     |
|                              | R22              |     |    |    |     |     |    |      |     | 1    |     |     |     |    |    |     |    |     |     |     | 1   |    |    |     |     |
|                              | R42              |     | 1  |    |     |     |    | 1    |     |      |     |     |     |    |    |     |    |     |     |     |     |    |    |     |     |
|                              | R44              |     |    |    |     |     |    | 2    |     |      |     |     |     |    |    |     |    |     |     |     |     |    |    |     |     |
|                              | WS               | 1   |    |    |     |     |    |      |     |      |     |     |     |    |    |     |    |     |     |     |     | 1  |    |     |     |
|                              | 35               |     |    |    |     |     |    |      |     |      |     |     |     |    |    |     | 1  |     |     |     |     |    |    |     |     |
|                              | 36               |     |    | 1  |     |     |    |      |     |      |     |     |     |    |    |     |    |     |     |     |     |    |    |     |     |
|                              | 39               |     |    |    |     |     |    | 1    |     |      |     |     |     |    |    |     |    |     |     |     |     |    |    |     |     |
|                              | 39E              |     |    |    |     |     |    |      |     |      |     | 1   |     |    |    |     |    |     |     |     |     |    |    |     |     |
|                              | B79              |     |    |    |     |     |    |      |     |      |     |     |     |    | 1  |     |    |     |     |     |     |    |    |     |     |

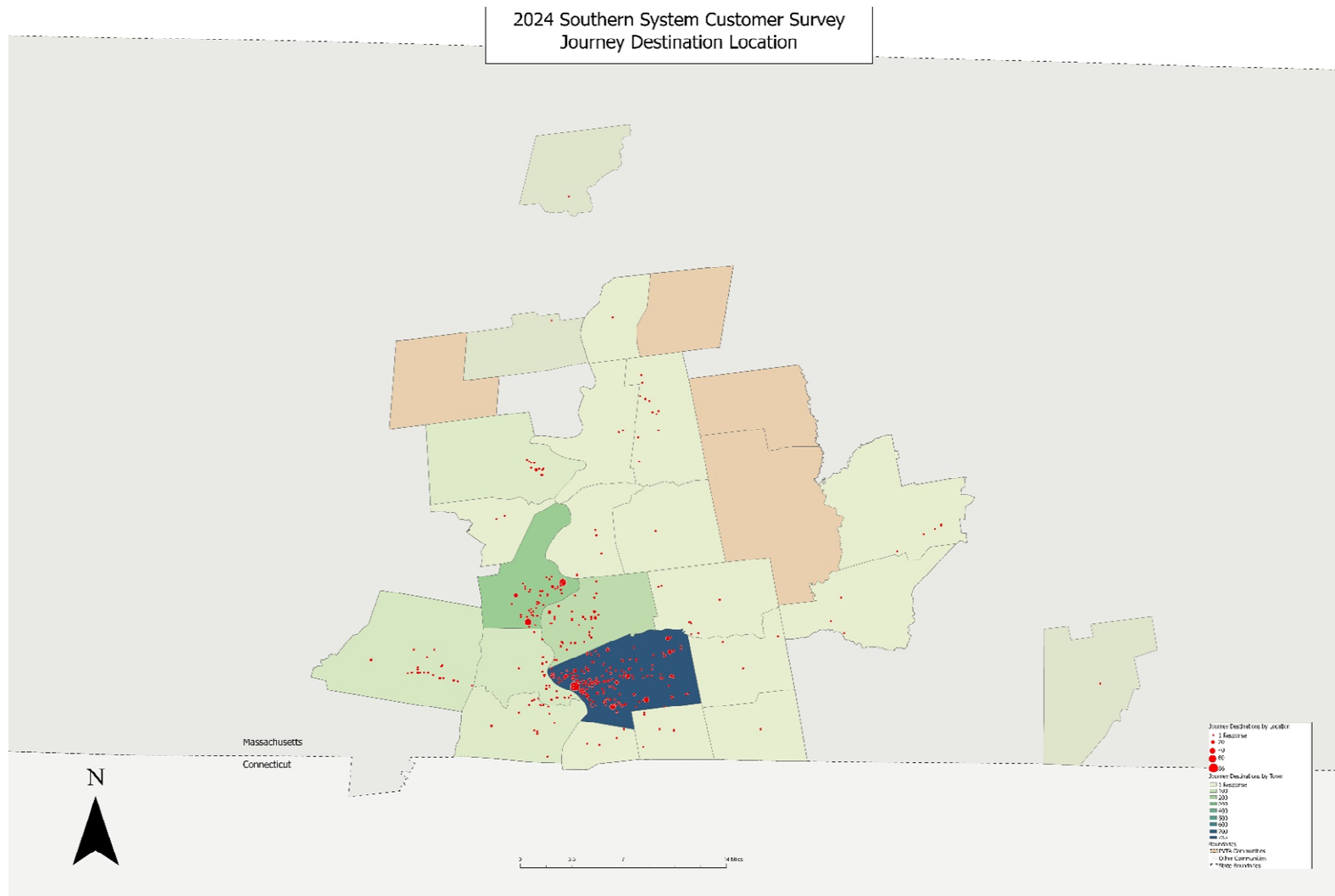
|                              |      | Current Bus Ride |     |    |    |     |     |    |      |     |      |     |     |     |    |    |     |    |     |     |     |     |    |    |     |     |
|------------------------------|------|------------------|-----|----|----|-----|-----|----|------|-----|------|-----|-----|-----|----|----|-----|----|-----|-----|-----|-----|----|----|-----|-----|
|                              |      | G1               | P20 | B7 | G2 | R10 | B17 | B6 | G73E | P21 | P21E | R29 | R14 | X92 | G5 | G3 | P11 | B4 | R24 | B23 | G19 | X90 | PS | WS | B12 | R22 |
| Route Connecting From and To | B7   | 8                | 3   | 9  | 11 | 1   | 5   | 4  |      | 6   | 5    | 2   | 5   | 3   | 3  | 4  | 1   | 1  |     |     |     | 2   | 1  | 1  |     |     |
|                              | P20  | 5                | 9   | 8  | 5  | 3   | 5   | 6  | 2    | 4   | 2    | 2   | 2   | 4   |    | 1  |     | 1  | 3   | 1   |     |     |    |    |     |     |
|                              | G1   | 11               | 9   | 5  | 6  | 1   | 1   |    | 3    |     | 3    | 1   | 3   | 2   | 5  | 2  | 2   | 3  |     |     | 1   |     | 1  |    |     | 1   |
|                              | G2   | 7                | 5   | 5  | 7  | 3   | 1   | 2  |      | 4   | 3    |     | 2   | 2   | 3  | 5  | 7   |    |     |     |     |     |    |    |     |     |
|                              | P21  | 5                | 4   | 1  | 1  | 4   | 1   | 5  | 1    | 2   | 1    |     | 1   |     |    | 2  |     | 1  |     | 1   | 2   |     |    |    |     |     |
|                              | R10  | 3                | 2   | 2  | 2  | 11  | 2   |    | 1    | 1   |      |     | 1   | 1   | 1  | 1  | 1   |    |     | 2   |     |     |    |    |     |     |
|                              | B17  | 2                | 1   | 7  |    | 1   | 6   | 1  |      | 1   | 1    |     |     |     | 2  |    | 1   | 1  |     |     |     |     |    | 1  |     |     |
|                              | B6   | 1                | 1   | 1  | 2  | 1   | 1   | 6  | 4    | 1   | 1    | 1   |     |     | 1  | 1  | 1   | 1  |     |     |     |     |    |    |     |     |
|                              | G73E | 4                |     |    | 1  | 1   | 1   |    | 3    |     |      | 1   |     | 5   | 1  | 1  | 1   | 1  | 1   |     |     |     |    |    |     |     |
|                              | G3   |                  | 3   | 4  | 3  | 1   |     | 1  | 1    | 1   | 1    |     | 1   |     | 1  | 1  |     | 1  |     |     |     |     |    |    |     |     |
| G5                           | 1    | 3                |     |    | 2  |     | 1   | 1  |      | 1   | 1    |     |     | 5   |    | 1  |     |    |     |     | 1   |     |    |    |     |     |
| X92                          | 1    | 1                | 1   | 3  |    | 1   |     | 1  | 1    | 1   |      |     | 3   |     | 1  |    | 1   |    |     |     |     |     |    |    |     |     |
| P21E                         | 2    | 1                |     | 2  |    | 1   | 1   |    |      | 2   |      | 2   | 1   |     | 1  |    |     |    |     | 1   |     |     |    |    |     |     |
| B4                           |      | 1                | 1   |    |    | 1   | 1   | 1  |      | 1   |      |     | 1   | 1   |    |    | 3   |    |     |     |     |     |    |    |     |     |
| R14                          | 1    |                  |     |    | 1  | 1   |     | 1  | 2    |     |      | 4   |     |     |    | 1  |     |    |     |     |     |     |    |    |     |     |

|                              |      | Current Bus Ride |     |    |    |     |     |    |      |     |      |     |     |     |    |    |     |    |     |   |
|------------------------------|------|------------------|-----|----|----|-----|-----|----|------|-----|------|-----|-----|-----|----|----|-----|----|-----|---|
|                              |      | G1               | P20 | B7 | G2 | R10 | B17 | B6 | G73E | P21 | P21E | R29 | R14 | X92 | G5 | G3 | P11 | B4 | R24 |   |
| Route Connecting From and To | B7   | 8                | 3   | 9  | 11 | 1   | 5   | 4  |      | 6   | 5    | 2   | 5   | 3   | 3  | 4  | 1   | 1  |     |   |
|                              | P20  | 5                | 9   | 8  | 5  | 3   | 5   | 6  | 2    | 4   | 2    | 2   | 2   | 4   |    | 1  |     | 1  | 3   |   |
|                              | G1   | 11               | 9   | 5  | 6  | 1   | 1   |    | 3    |     | 3    | 1   | 3   | 2   | 5  | 2  | 2   | 3  |     |   |
|                              | G2   | 7                | 5   | 5  | 7  | 3   | 1   | 2  |      | 4   | 3    |     | 2   | 2   | 3  | 5  | 7   |    |     |   |
|                              | P21  | 5                | 4   | 1  | 1  | 4   | 1   | 5  | 1    | 2   | 1    |     | 1   |     |    | 2  |     | 1  |     |   |
|                              | R10  | 3                | 2   | 2  | 2  | 11  | 2   |    | 1    | 1   |      |     |     | 1   | 1  | 1  | 1   |    |     |   |
|                              | B17  | 2                | 1   | 7  |    | 1   | 6   | 1  |      | 1   | 1    |     |     |     |    | 2  |     | 1  | 1   |   |
|                              | B6   | 1                | 1   | 1  | 2  | 1   | 1   | 6  | 4    | 1   | 1    | 1   |     |     | 1  | 1  | 1   | 1  | 1   |   |
|                              | G73E | 4                |     |    | 1  | 1   | 1   |    | 3    |     |      |     | 1   |     | 5  | 1  | 1   | 1  |     | 1 |
|                              | G3   |                  | 3   | 4  | 3  | 1   |     | 1  | 1    | 1   | 1    |     |     | 1   |    | 1  | 1   |    | 1   |   |
|                              | G5   | 1                | 3   |    |    | 2   |     | 1  | 1    |     | 1    | 1   | 1   |     |    | 5  |     | 1  |     |   |
|                              | X92  | 1                | 1   | 1  | 3  |     | 1   |    | 1    | 1   | 1    |     |     |     | 3  |    | 1   |    | 1   |   |
|                              | P21E | 2                | 1   |    | 2  |     | 1   | 1  |      |     |      | 2   |     | 2   | 1  |    | 1   |    |     |   |
|                              | B4   |                  | 1   | 1  |    | 1   | 1   | 1  |      | 1   |      |     |     | 1   | 1  |    |     |    | 3   |   |
|                              | R14  | 1                |     |    |    | 1   | 1   |    | 1    | 2   |      |     |     | 4   |    |    |     | 1  |     |   |
|                              | R29  | 1                | 1   |    |    |     | 1   |    |      | 1   |      |     | 4   |     |    |    |     |    |     | 1 |
|                              | B43  |                  |     |    |    |     |     |    | 4    |     |      |     | 2   |     |    |    |     |    |     |   |
|                              | X90  | 2                |     |    |    |     | 1   | 1  |      | 1   | 1    |     |     |     |    |    |     |    |     | 1 |
|                              | 31   |                  | 1   | 1  |    |     |     |    | 1    |     |      |     | 3   |     |    |    |     | 1  |     |   |
|                              | 38   |                  |     |    | 1  |     |     |    |      |     |      |     | 5   | 1   |    |    |     |    |     |   |
| 30                           | 1    |                  |     | 1  |    |     |     |    |      |     |      | 3   |     |     |    |    |     |    | 1   |   |
| B48                          |      | 2                |     |    |    |     |     | 1  |      | 1   |      |     |     |     |    |    |     |    |     |   |
| P11                          |      |                  |     |    | 1  |     |     |    |      | 1   |      |     |     |     |    |    | 4   |    |     |   |
| R41                          |      | 3                |     |    |    |     |     |    |      | 1   |      |     |     |     |    |    |     |    | 1   |   |
| PS                           |      |                  |     |    |    |     | 1   |    |      |     |      | 1   |     |     | 1  |    |     |    |     |   |
| R24                          | 1    |                  |     |    |    |     |     |    |      |     |      |     |     |     |    |    |     |    | 3   |   |

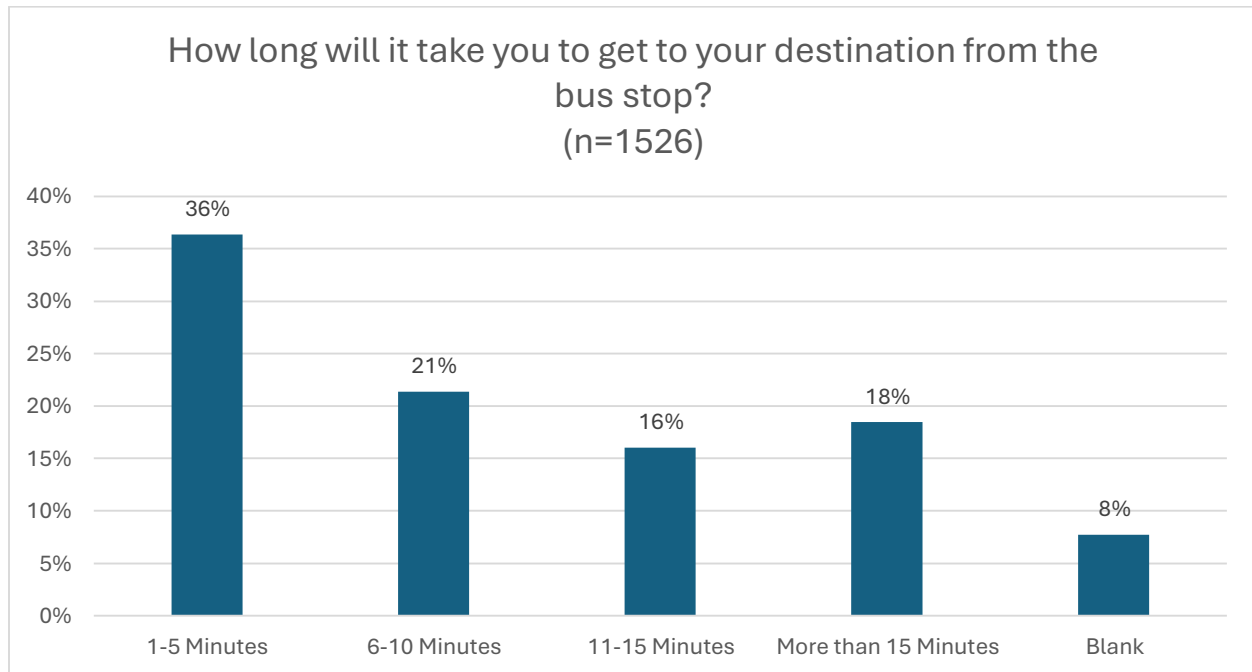
## Question 9. Where will you end today's journey?



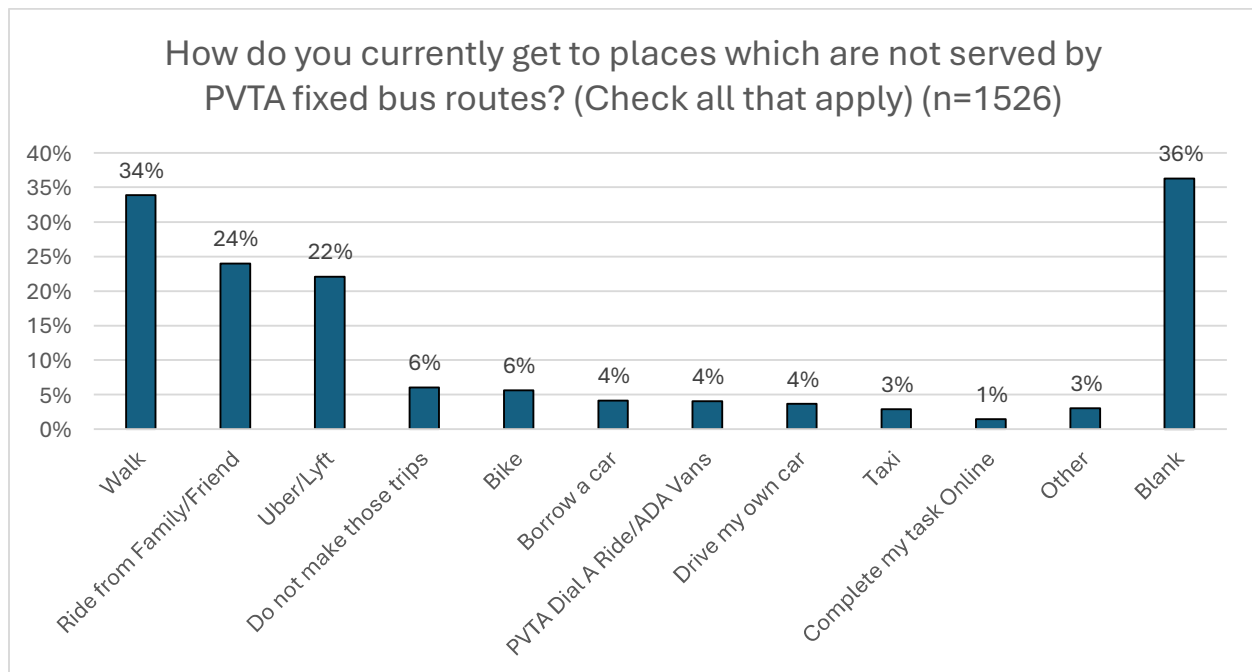
## Journey Destinations Map



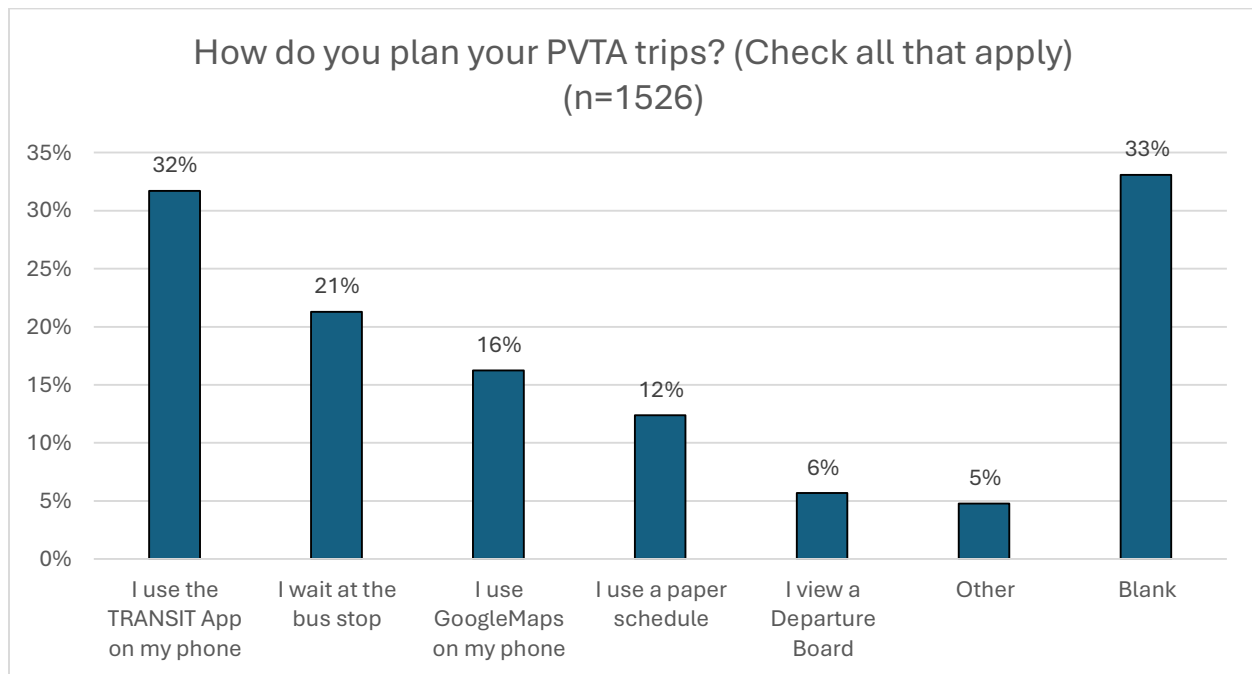
Question 10. How long will it take you to get to your destination from the bus stop?



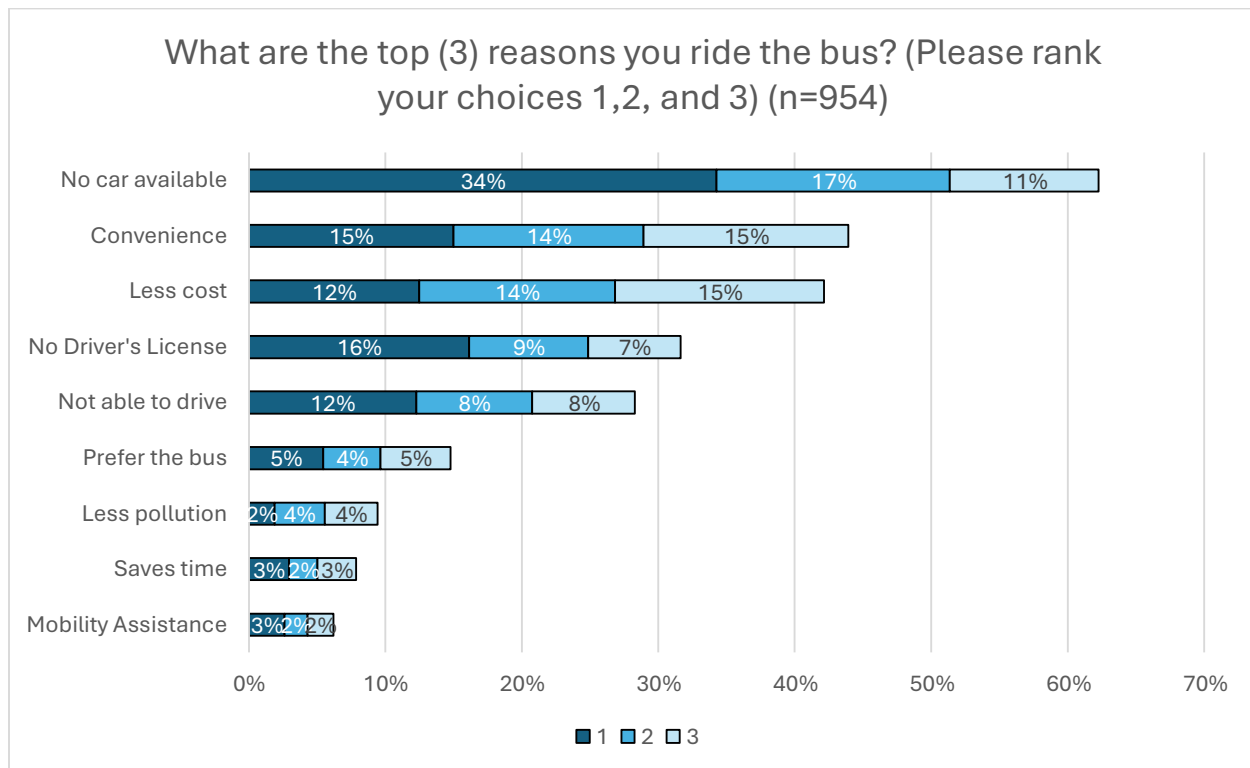
Question 11. How do you currently get to places that are not served by PVRTA fixed route buses?



## Question 12. How do you plan your PVRTA trips?



### Question 13. What are the top (3) reasons you ride the bus?<sup>3</sup>



This chart sets priority to each reason chosen for riding the bus. The sample size is limited to those who complied with the ranking method, with 1 being the highest priority and 3 being the least priority.

Having other available means to travel impacts the customer's desire to ride the bus the most. These categories all have a higher percentage of highest rankings (1s) to lower rankings (2s and 3s).

The lack of access to a vehicle is the top reason for riding the bus. While convenience and less cost are major factors, factors with greater intensity include:

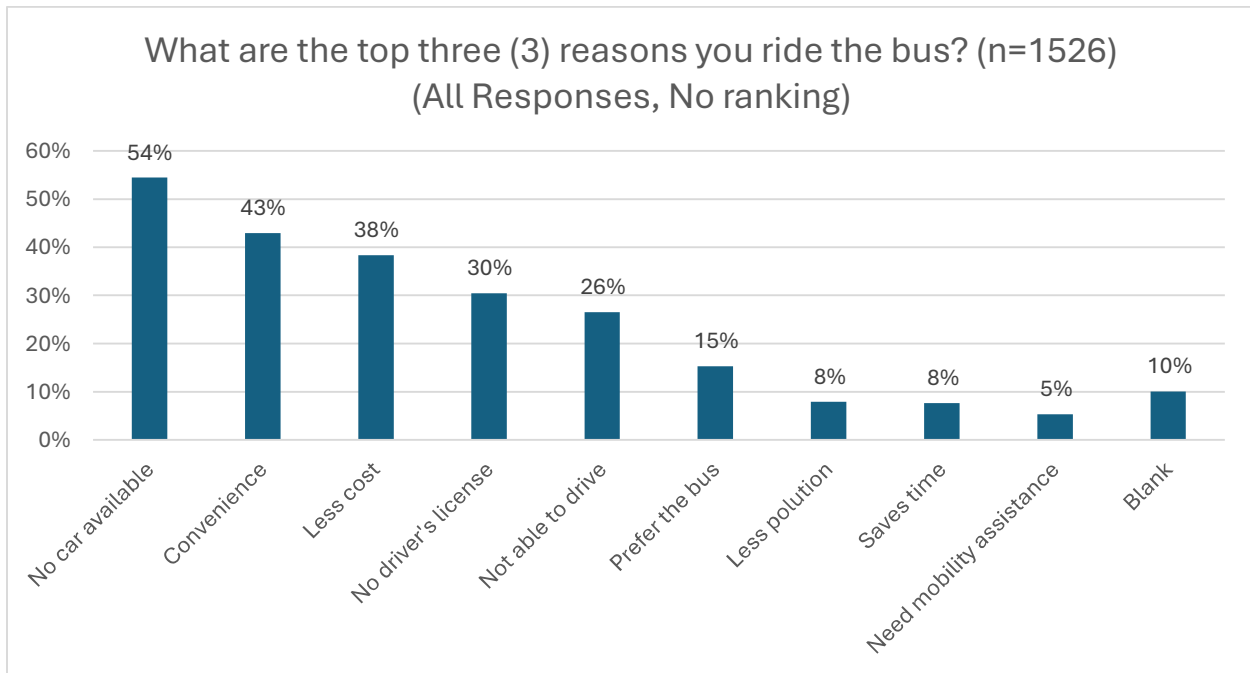
- No driver's license (50% 1s to all rankings),
- Not able to drive, and (43%)
- Need Mobility Assistance (43%).

The following categories are the more likely to be chosen as secondary or tertiary reasons for riding:

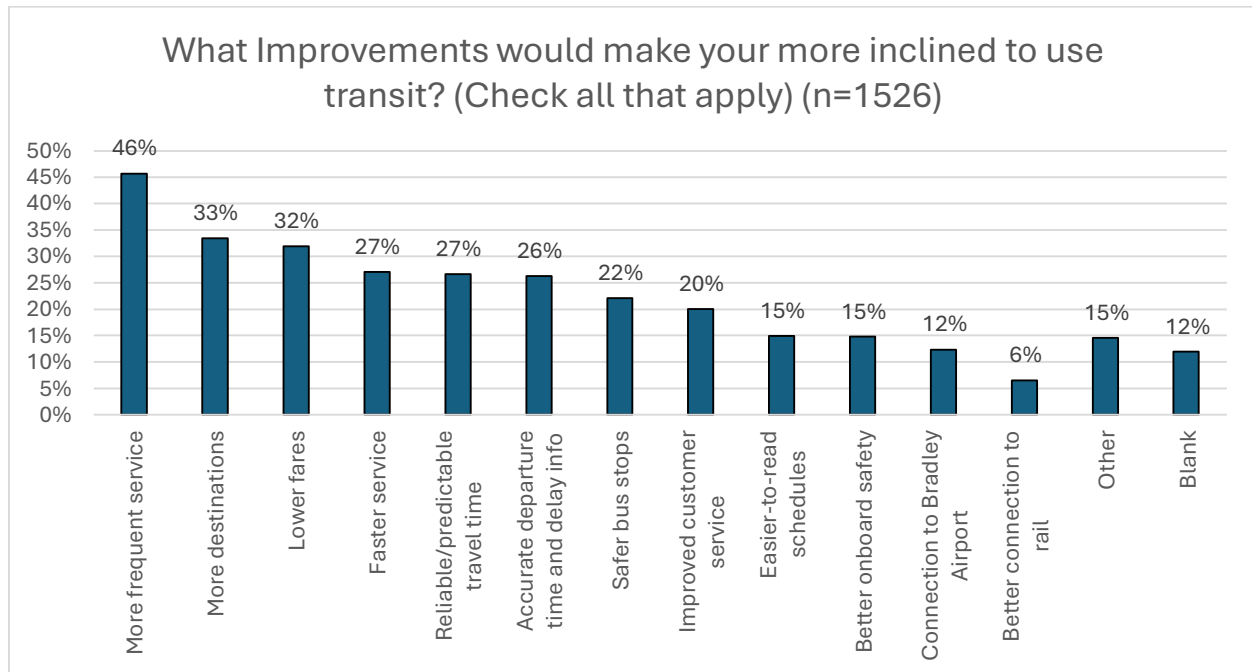
<sup>3</sup> This chart displays just those answers that properly coded answers as either 1, 2 or 3. Many on the paper survey chose not to prioritize their responses to this question.

- Convenience (34%),
- Less Cost (29%), and
- Less Pollution (20%).

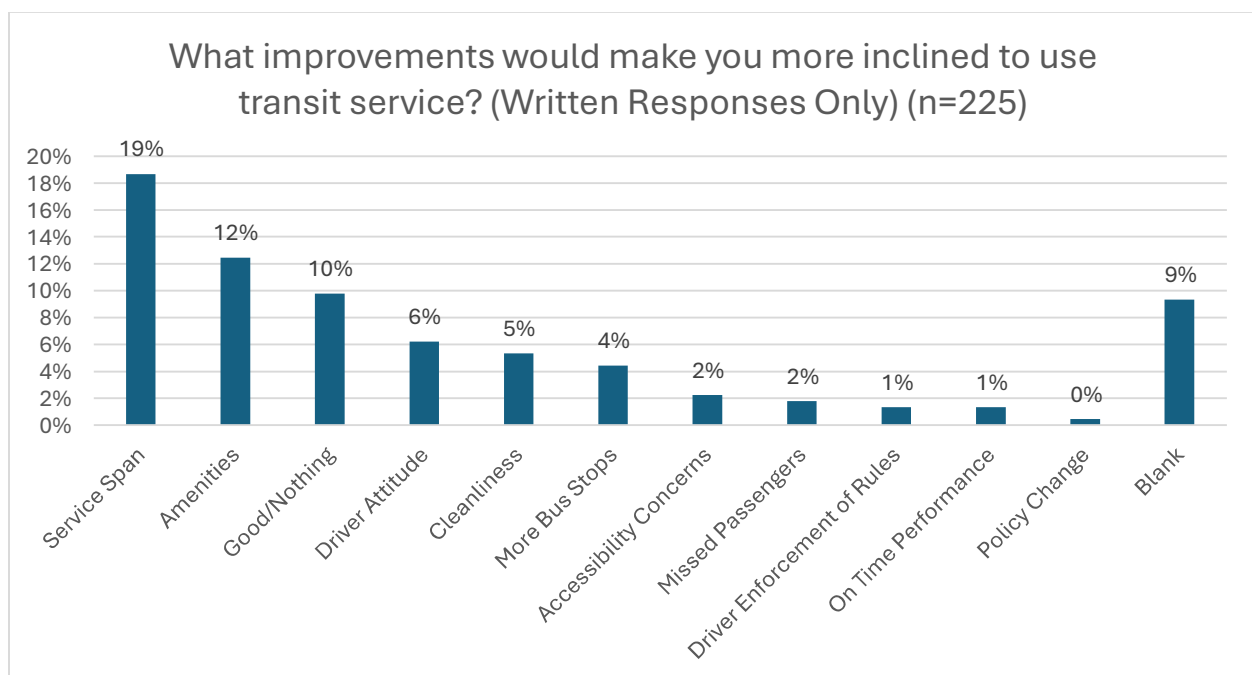
Question13. What are the top three (3) reasons you ride the bus? (All Responses, No rankings)



## Question 14. What improvements would make you more inclined to use transit service?<sup>4</sup>

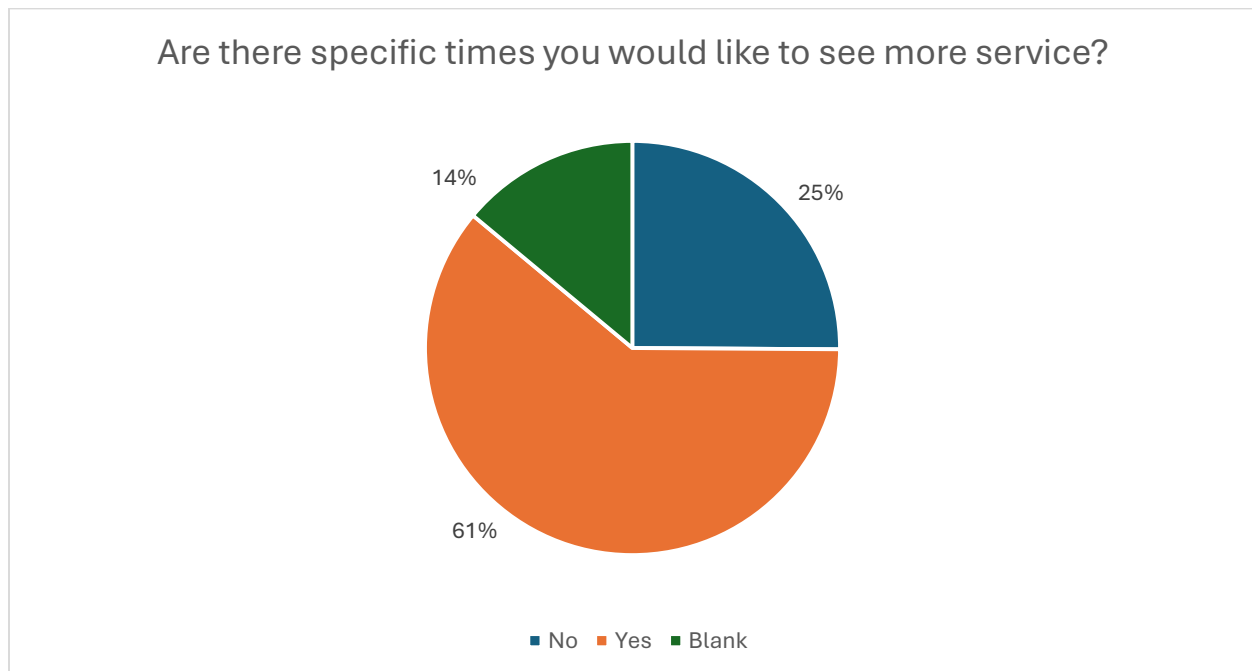


## Question 14. What improvements would make you more inclined to use transit service? (Written Responses Only)

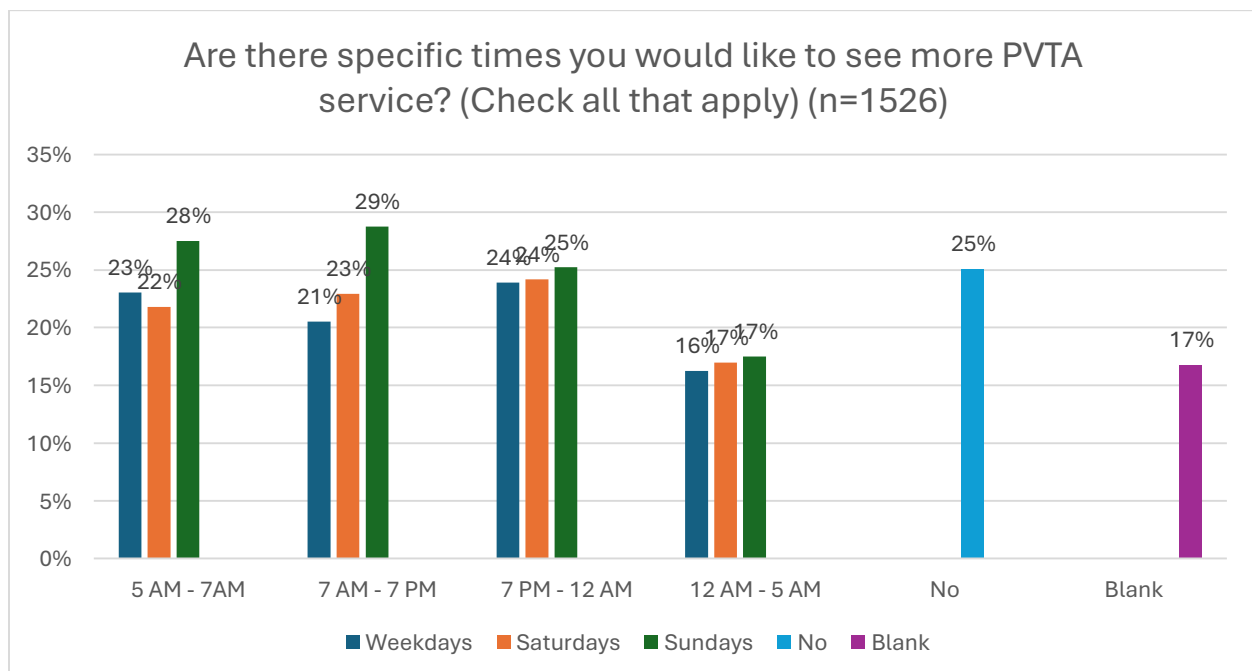


<sup>4</sup> All responses are counted and given the same weight within this chart. This chart incorporates compliant prioritized responses along with non-compliant identifying marker responses.

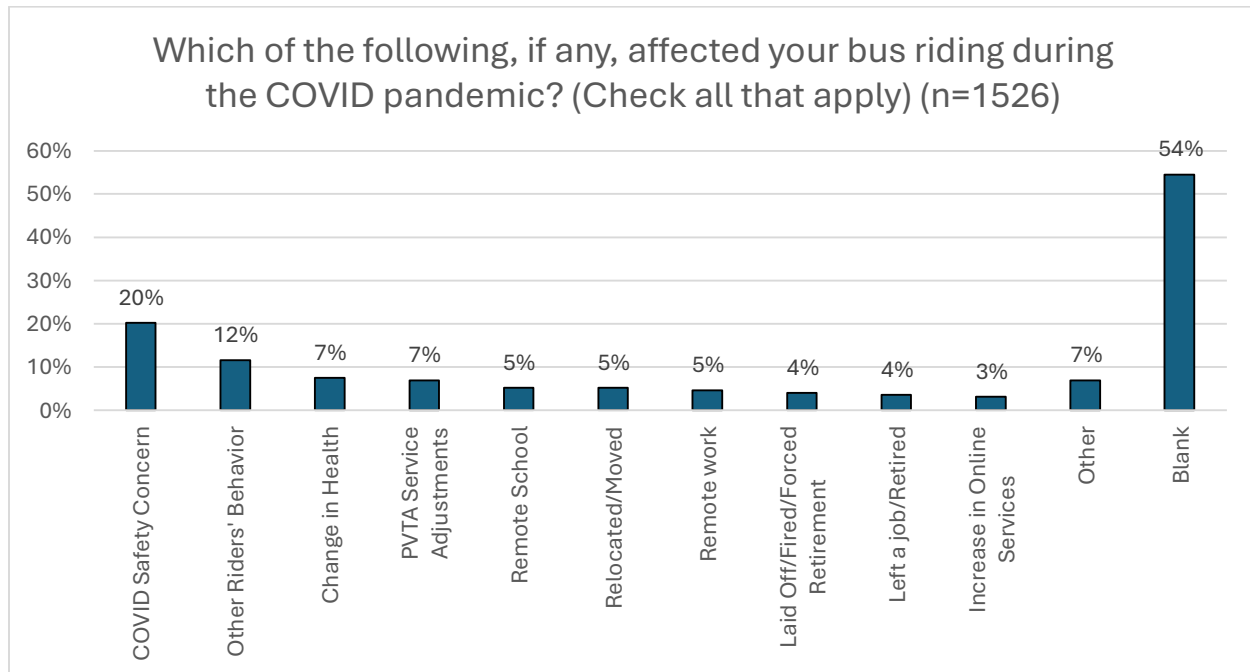
## Question 15. Are there specific times you would like to see more service?



## Question 15a. When would you like to see more service?



## Question 16. Which of the following, if any, affected your bus riding during the COVID pandemic?



This question regarding the rider's reaction to the COVID pandemic describes 46% of rides being impacted by the pandemic. The sample size includes all trips surveyed while this question pertained only to those who were impacted by the COVID pandemic.

## Question 17. How satisfied are you with PVTA service?<sup>5</sup>

Customers were asked to rate their level of satisfaction for the following 6 categories of PVTA bus service:

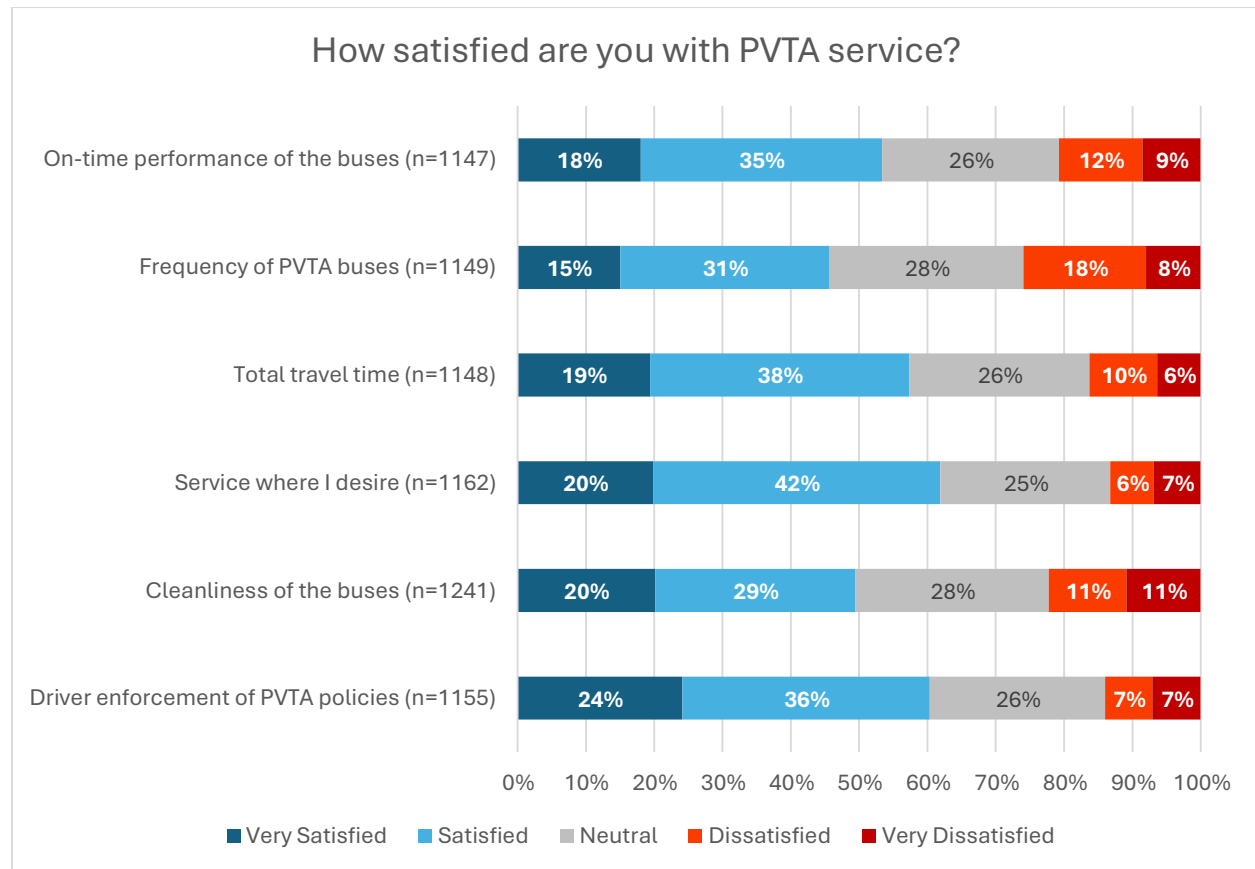
- |                                   |                                     |
|-----------------------------------|-------------------------------------|
| A. Cleanliness of the buses       | D. Total travel time                |
| B. Service where I desire         | E. Frequency of PVTA buses          |
| C. Driver enforcement of policies | F. On-time performance of the buses |

Riders were asked to respond using the following five-point scale:

1. Very Satisfied
2. Satisfied
3. Neutral
4. Dissatisfied
5. Very Dissatisfied

<sup>5</sup> For better comparisons between service components, unidentified answers are not included.

Responses left blank are not included within the analysis for a more accurate comparison of the data available.



The summary of customer satisfaction scores indicates that 55% of rides indicated being “Very Satisfied” and “Satisfied” with service overall. The services receiving the highest combined satisfaction rating are:

- Service where I desire (62%)
- Driver enforcement of PVRTA policies (60%)

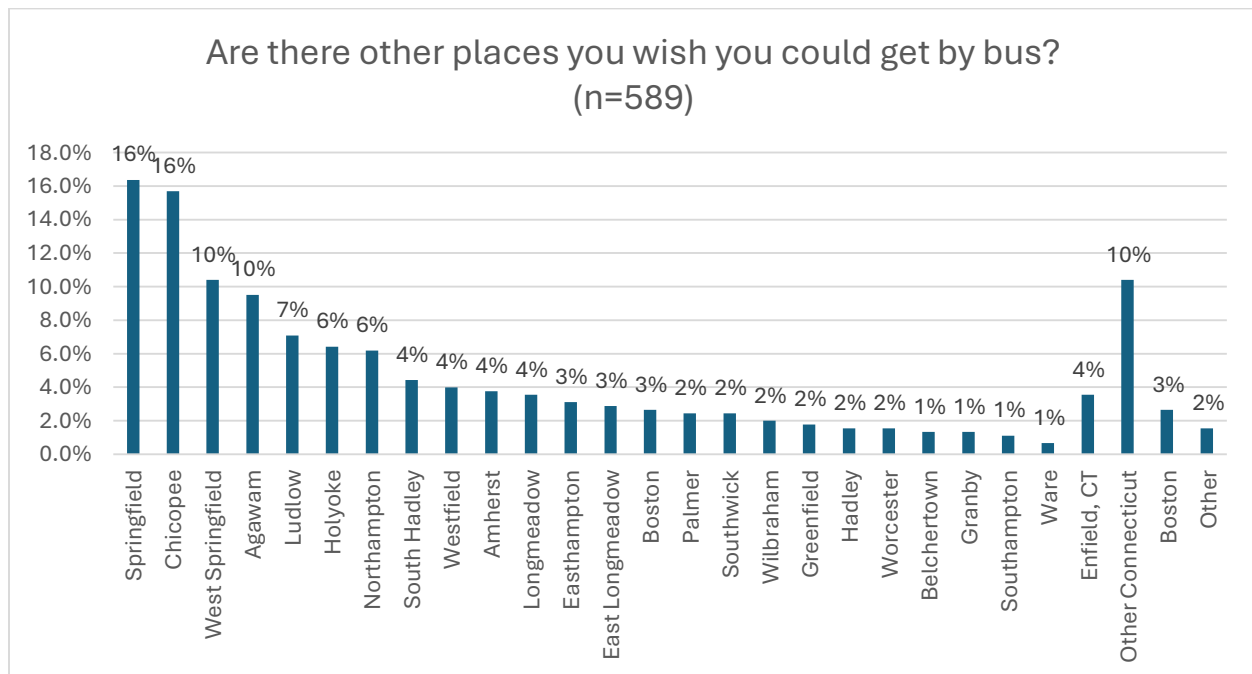
Categories ranking in the middle range are:

- Total Travel Time (57%)
- On-time performance of the buses (53%)

The categories receiving the lowest ratings are:

- Cleanliness of the buses (49%)
- Frequency of the buses (46%)

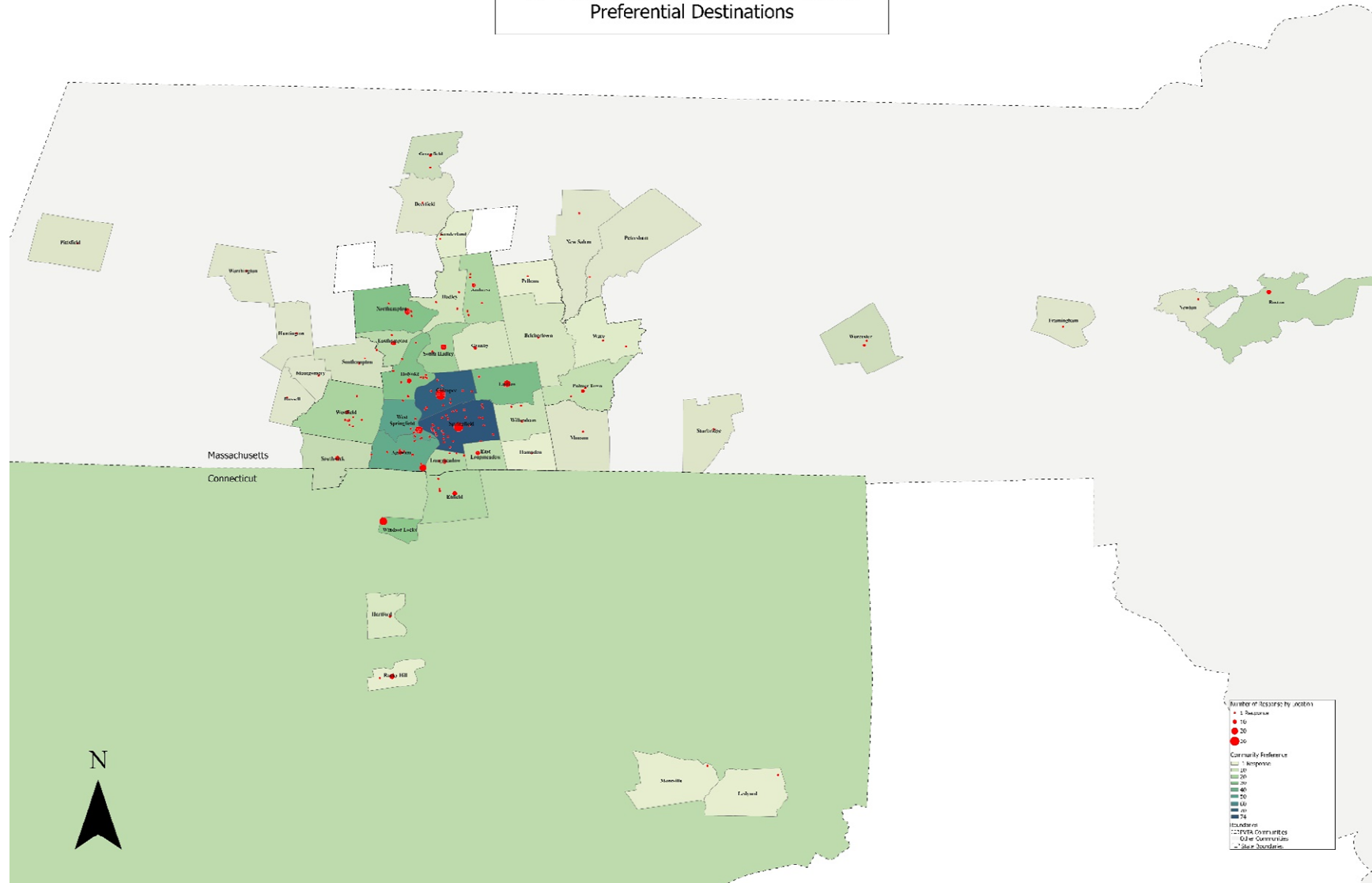
## Question 18. Where else do you wish you could get by transit?



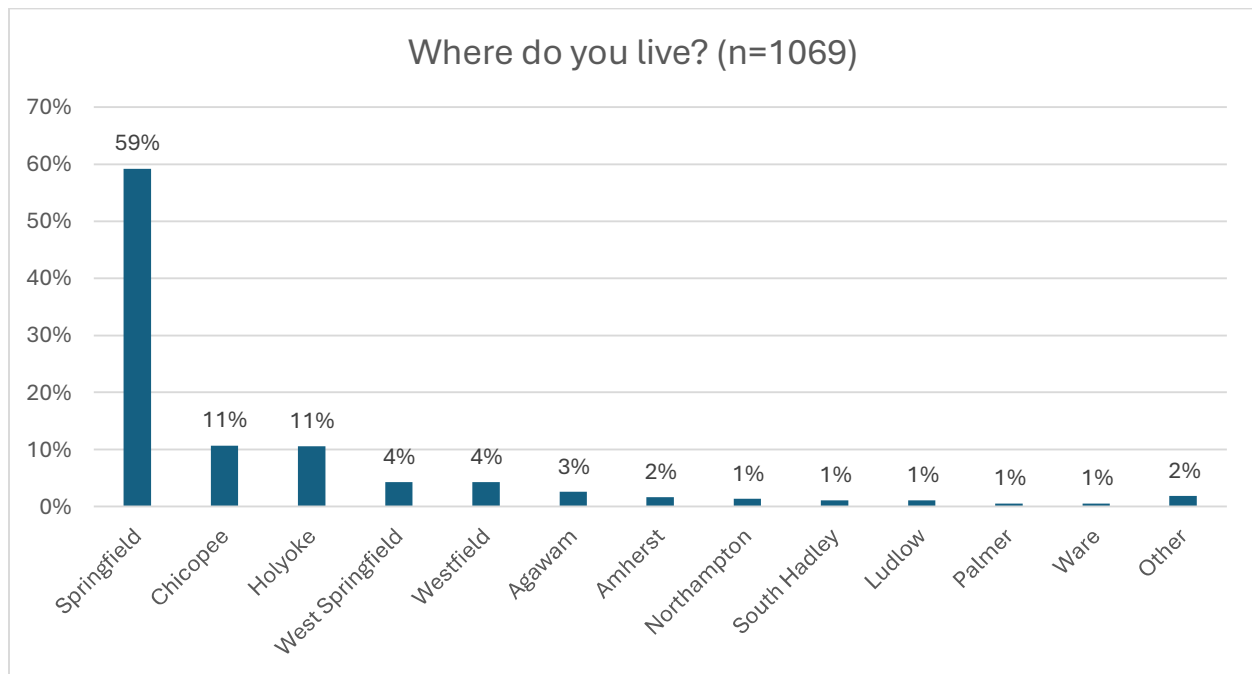
39% of trips surveyed with a response to this question included enough information for the location to be geocoded.

## Preferential Destinations Map

2024 Southern System Customer Survey  
Preferential Destinations

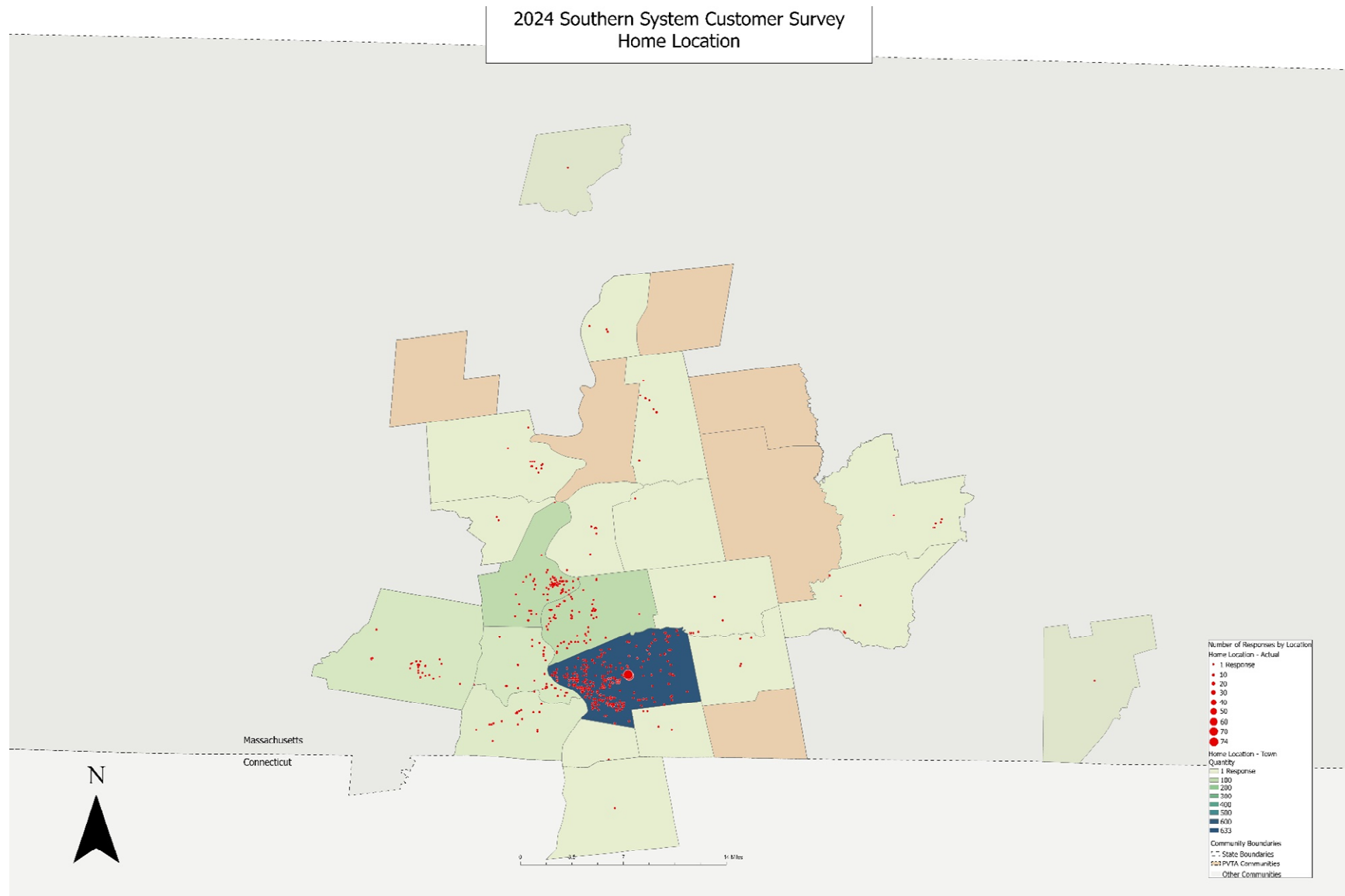


## Question 19. Where do you live?

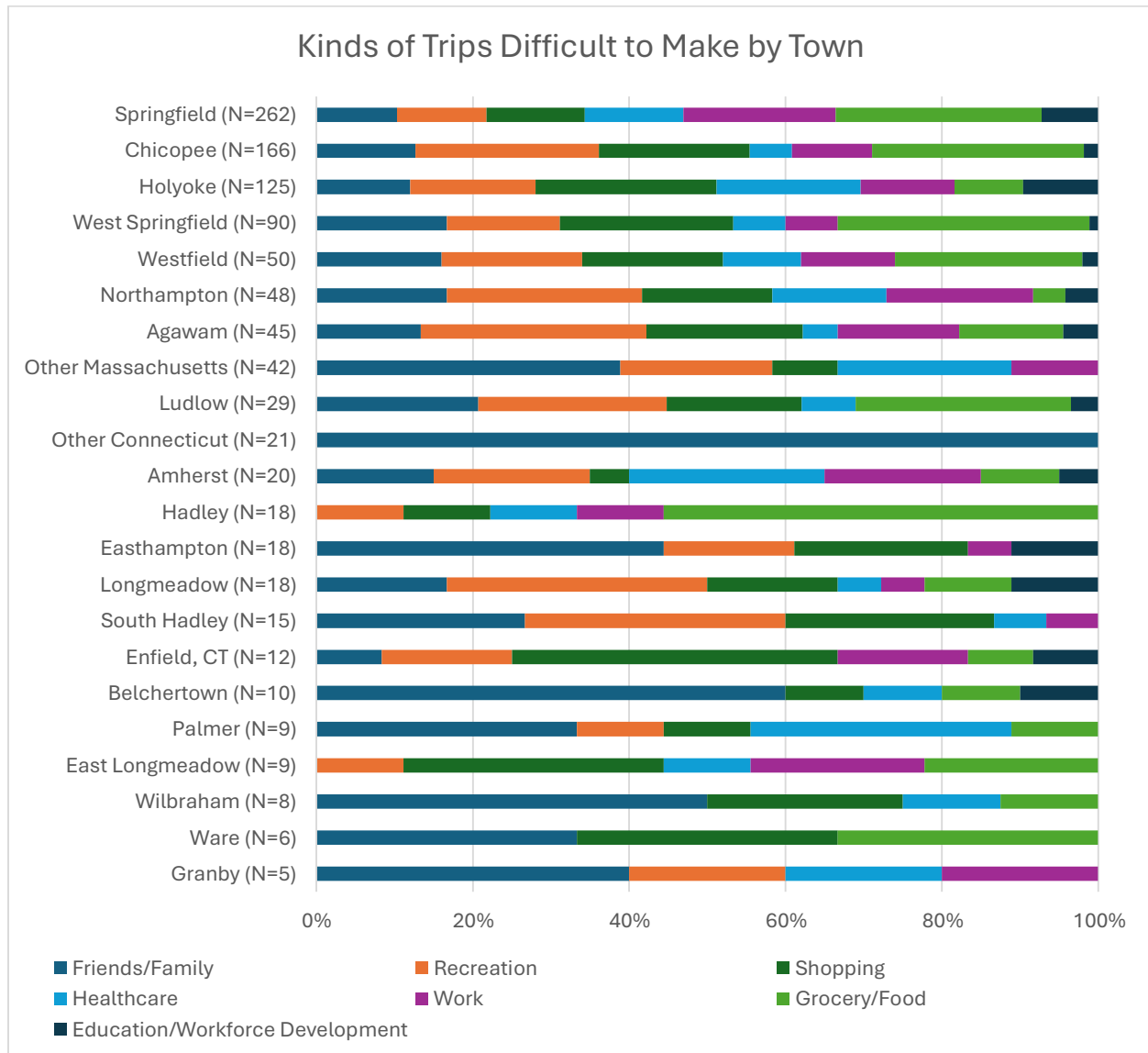


70% of trips surveyed included a home response that could be geocoded.

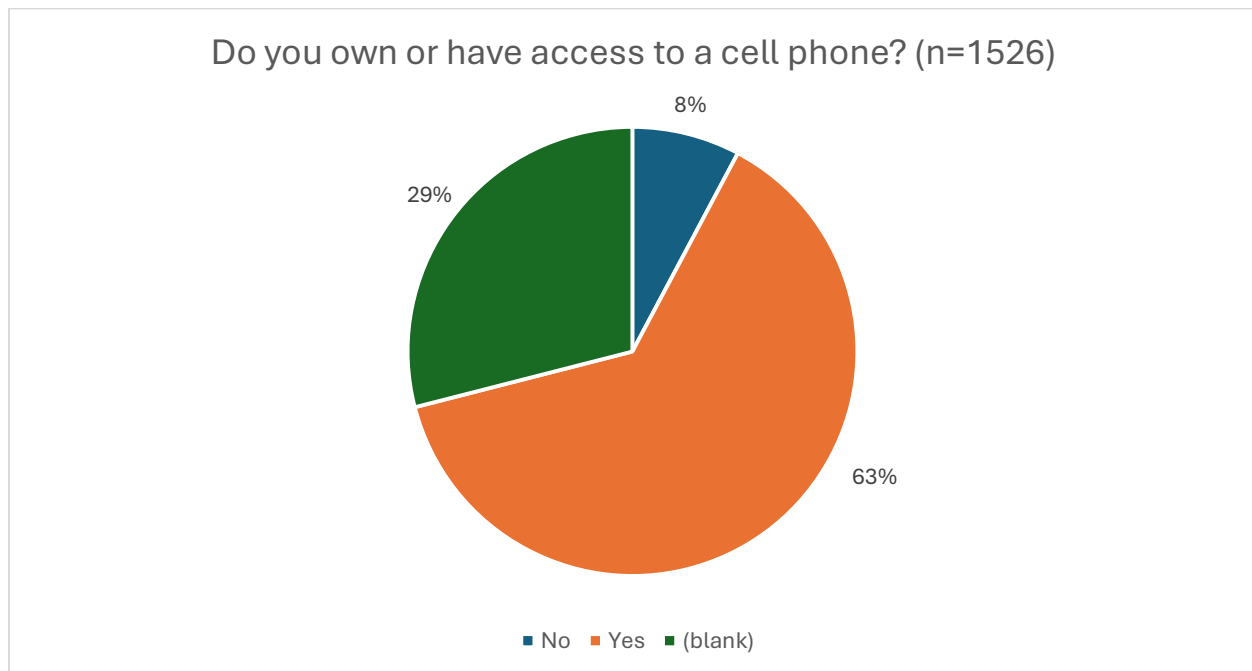
## Home Location Map



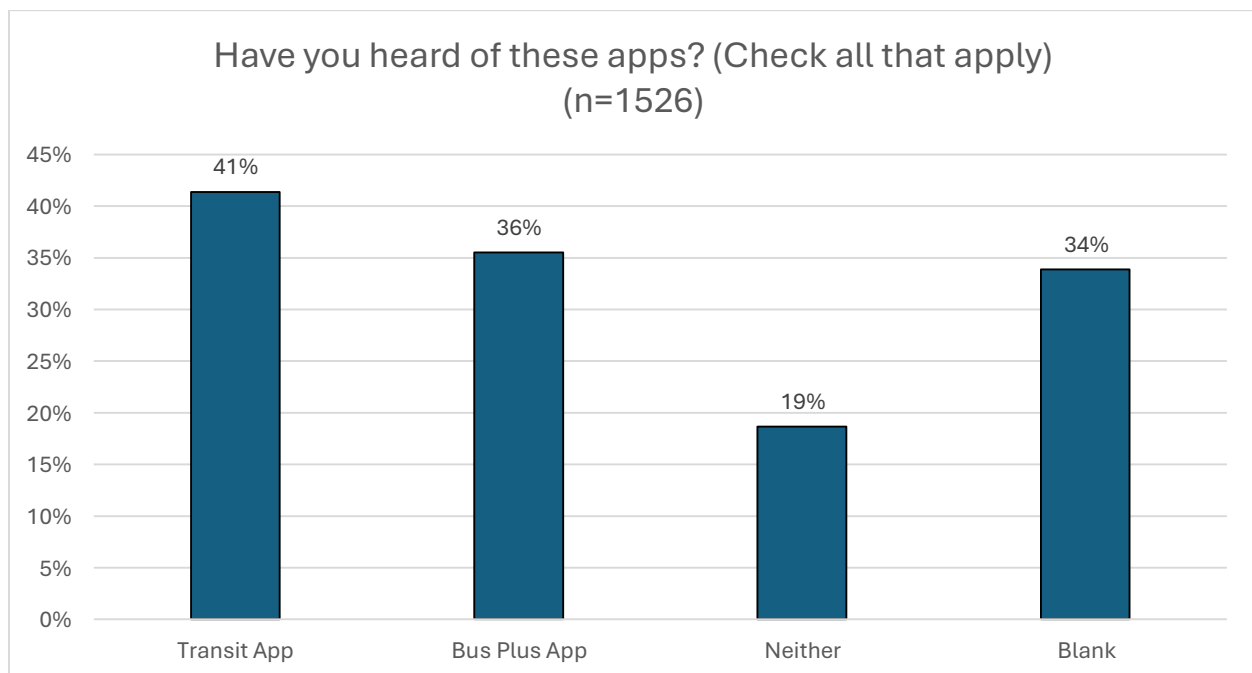
Question iv. and v. What kinds of trips are most difficult to make? Which towns do you need to go to for your X trips?



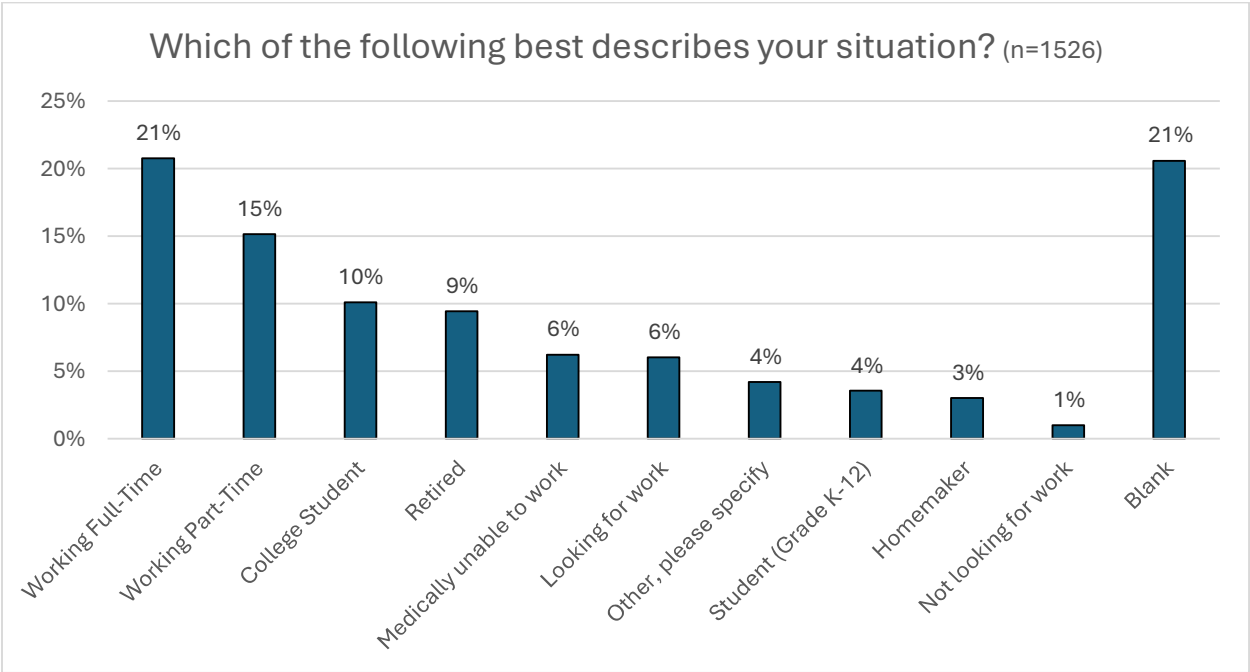
## Question 21. Do you own or have access to a smartphone?



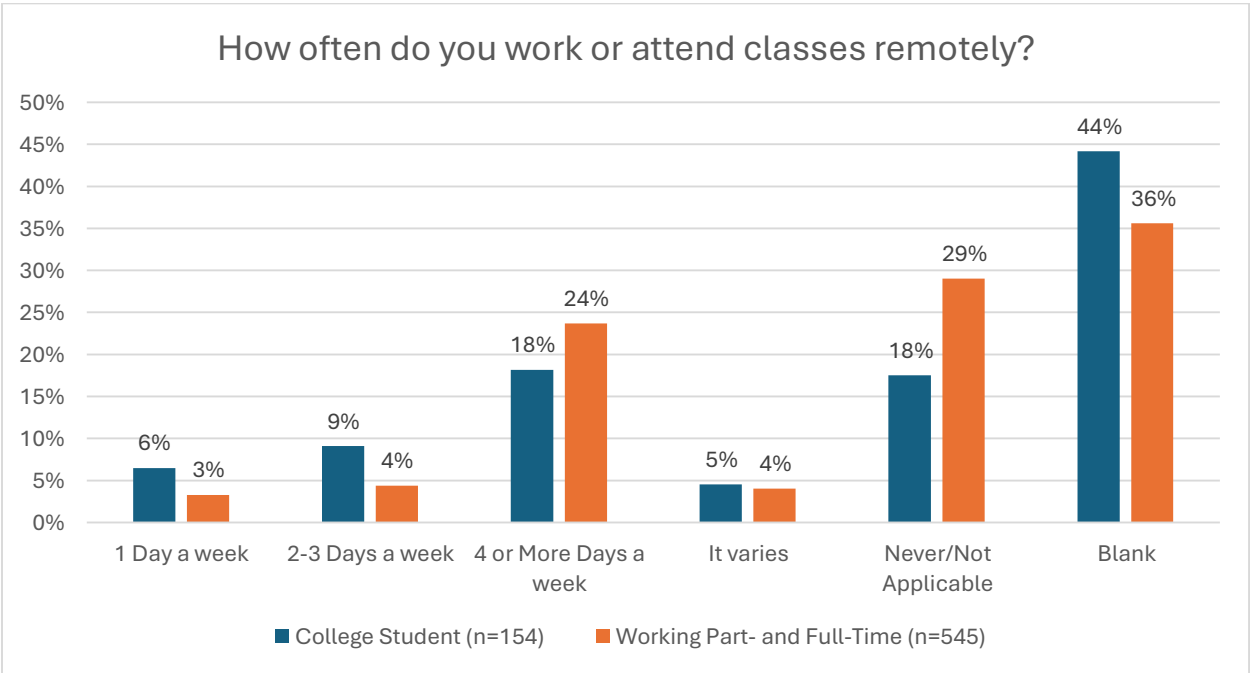
## Question 22. Have you heard of these apps?



Question 23. Which of the following best describes your situation?

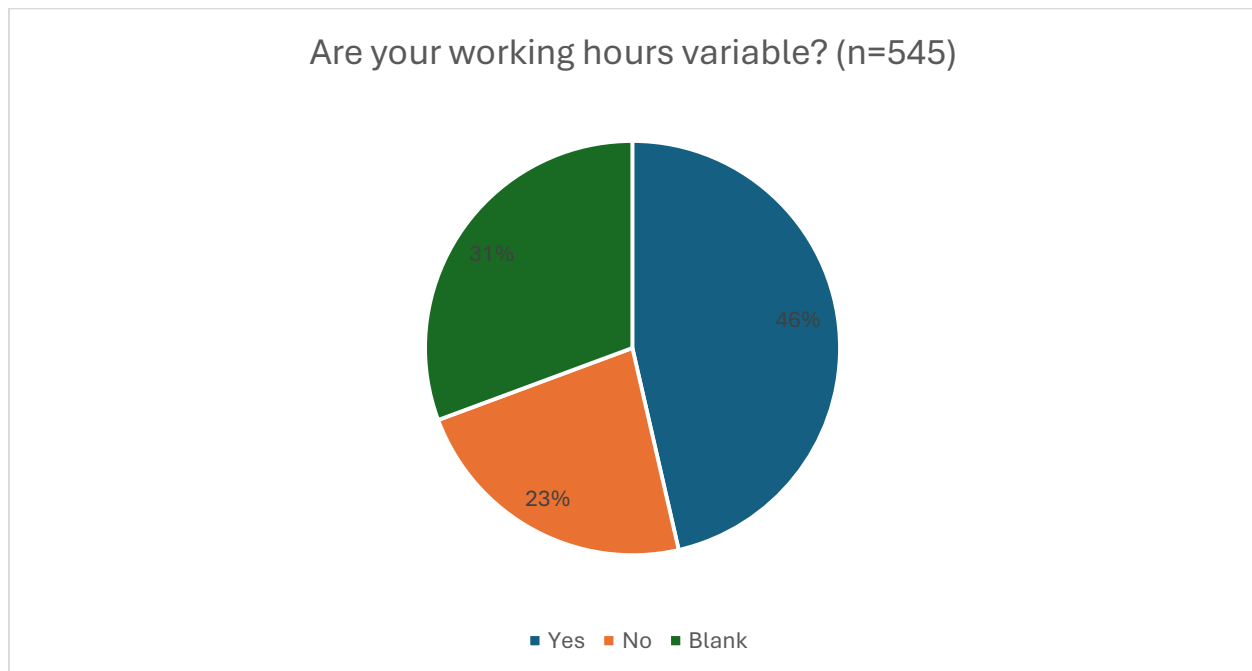


Question 24. How often do you work or attend classes remotely?  
(Limited Responses)



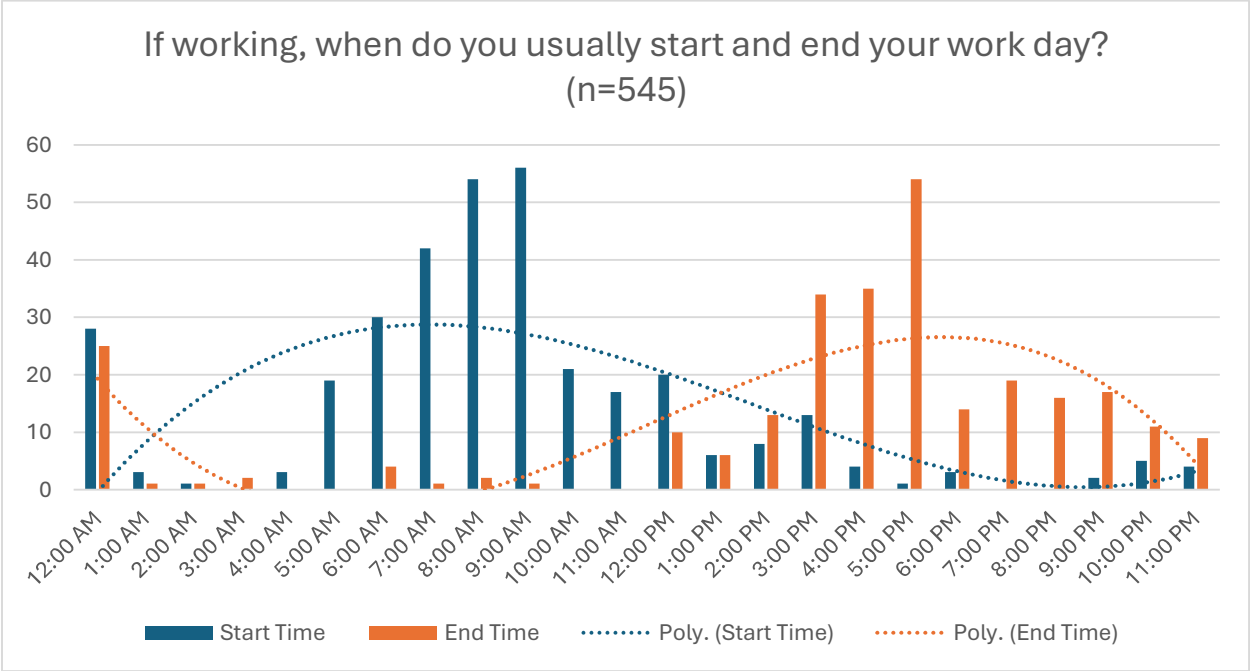
This question pertains exclusively to those working part-time, full-time, looking for work and going to school. The sample sizes reflect this.

## Question 25. Are your working hours variable?



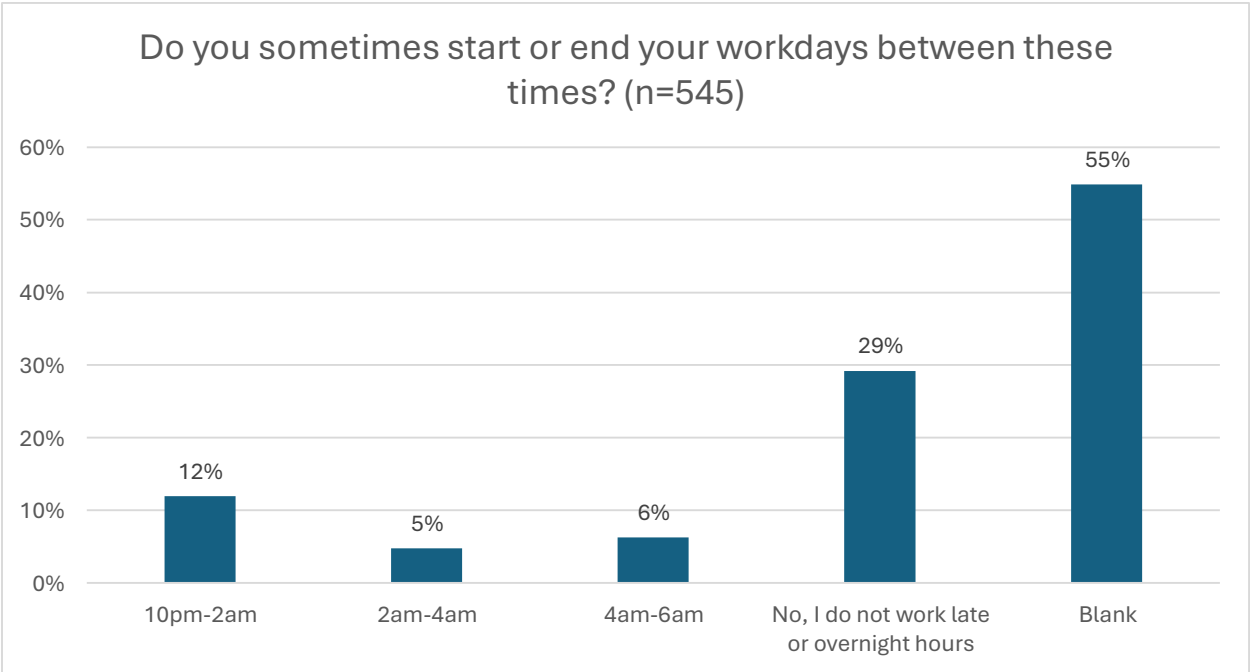
Only those working part-time and full-time were prompted to answer this and the following questions on working times within the online survey instrument. The same filtering is applied to the paper surveys for consistency. This group included 545 (36%) of all trips surveyed.

Question 25a. If working, when do you usually start and end your work day?

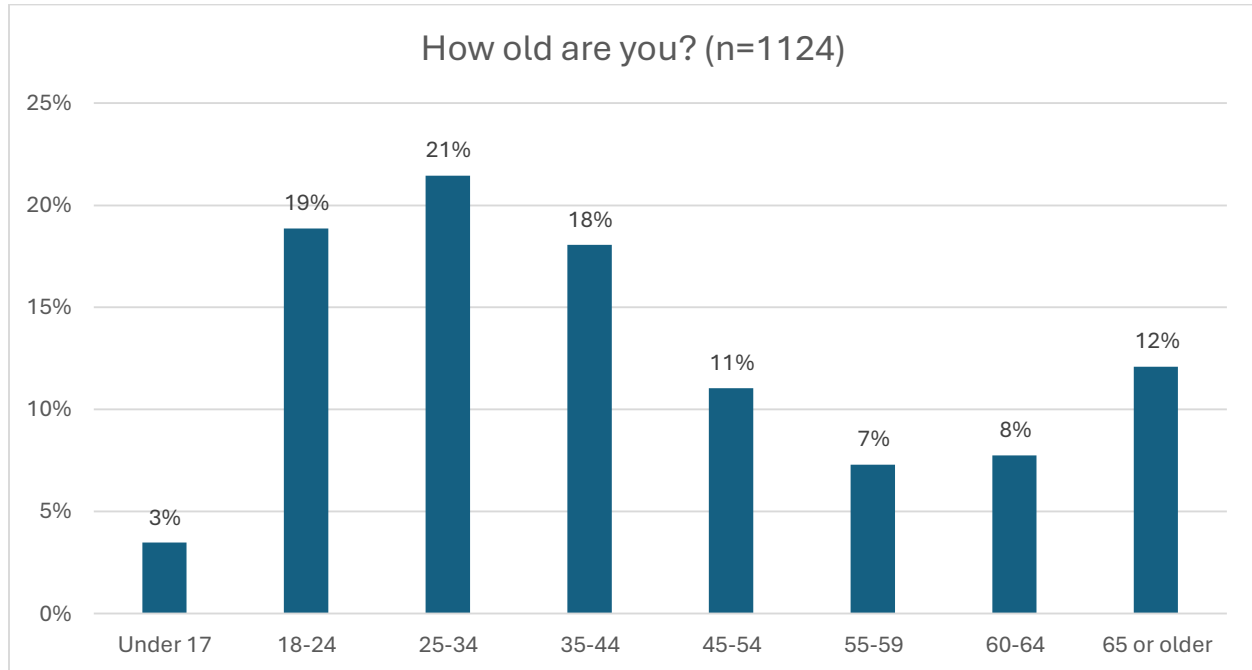


340 (62%) answered out of trips that also chose working part and full-time.

Question 25b. If your hours vary, do you ever work between these hours?

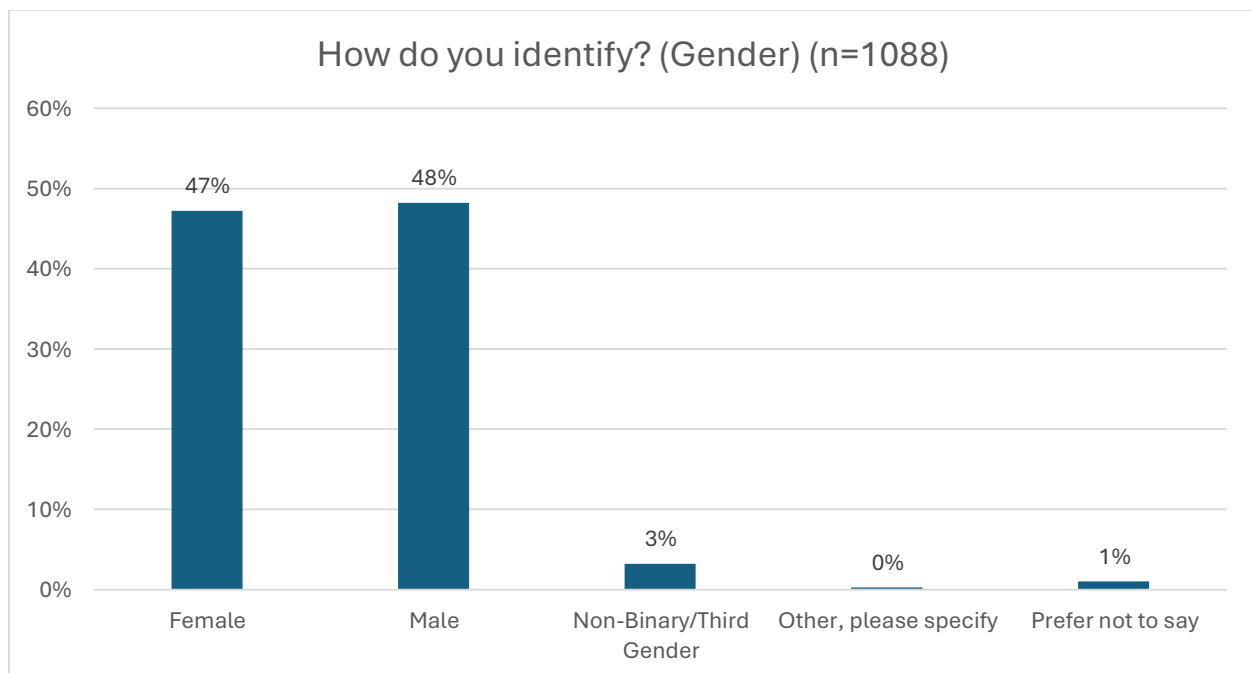


## Question 26. How old are you?



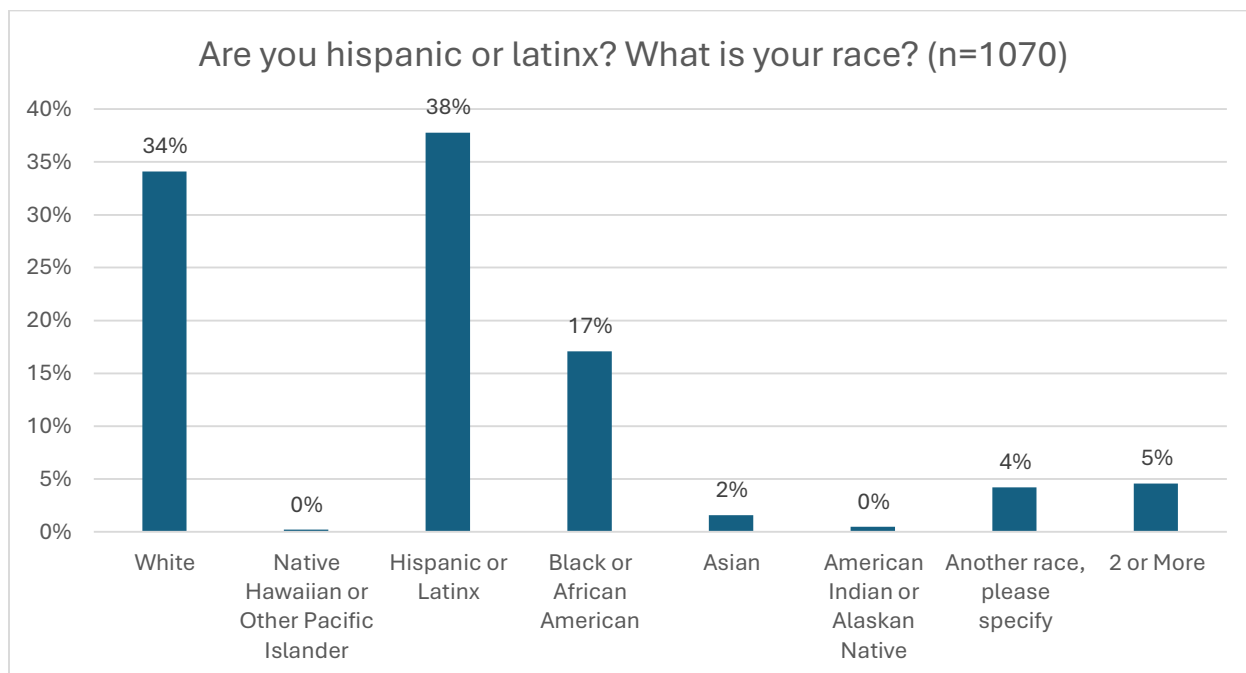
74% of trips surveyed responded to this question.

## Question 27. How do you identify? (Gender)



71% of trips surveyed responded to this question.

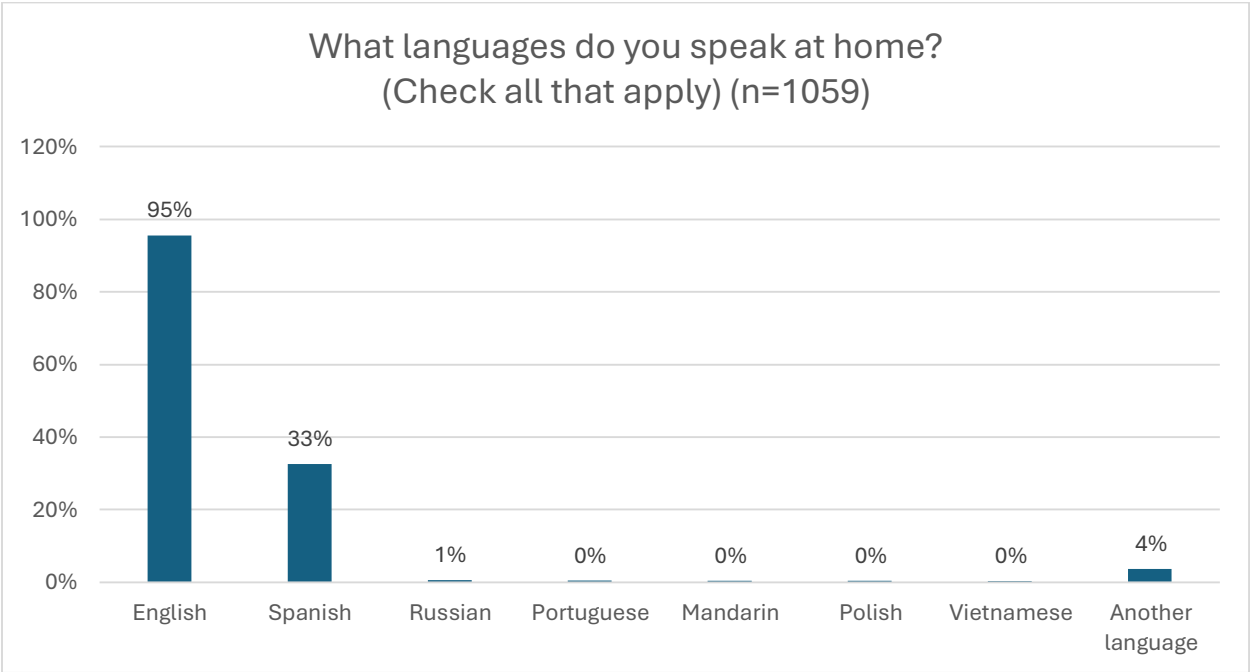
## Question 28 and 29. Are you Hispanic or Latinx? What is your race?<sup>6</sup>



70% of trips surveyed responded to this question. Consistent with the current Census and Office of Management and Budget format, a two part question is used to determine race and ethnicity. Here the assumption that those who chose a race without answering the ethnicity question are considered non-hispanic or Latinx.

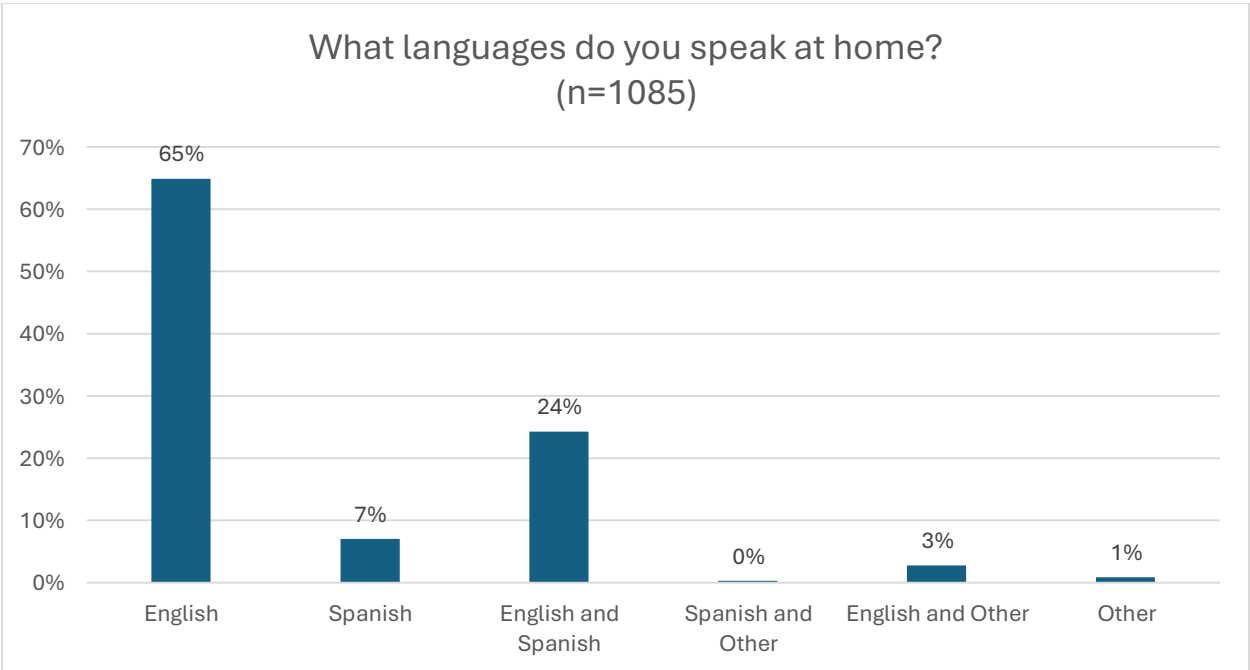
<sup>6</sup> 17 responses identified they were not Hispanic or Latinx and did not site a race. These are captured within this chart as unidentified as we cannot infer how they identify.

Question 30. What languages do you speak at home?



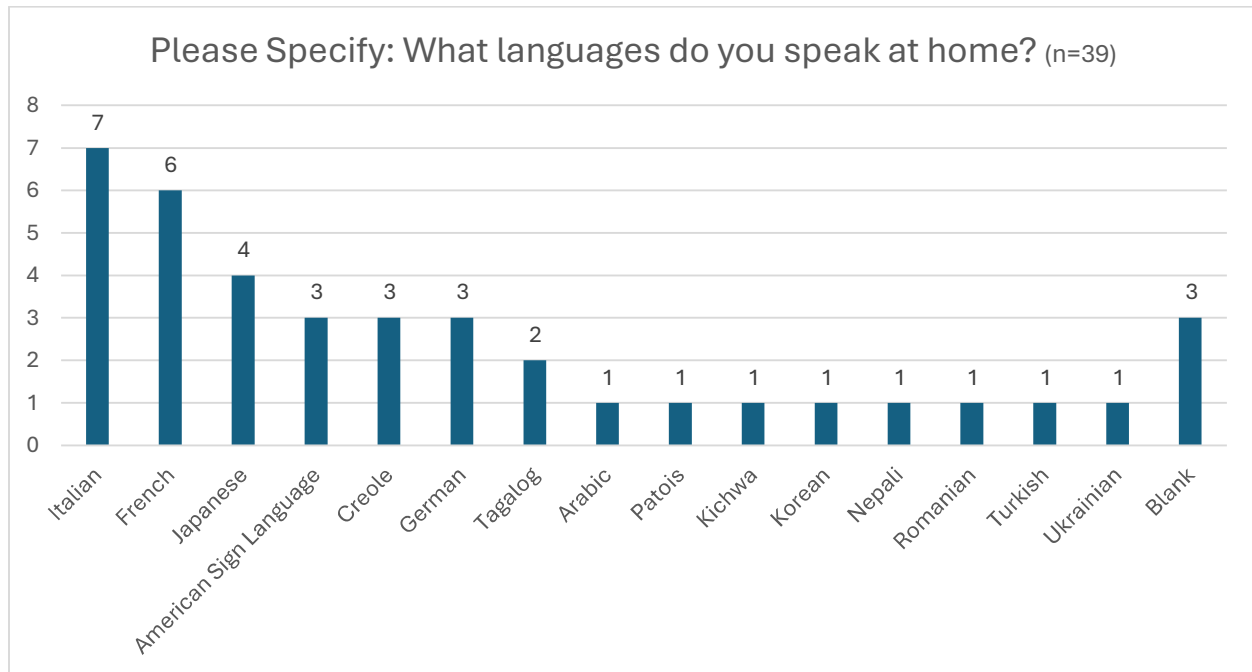
69% of trips surveyed responded to this question.

Question 30. Languages Simplified

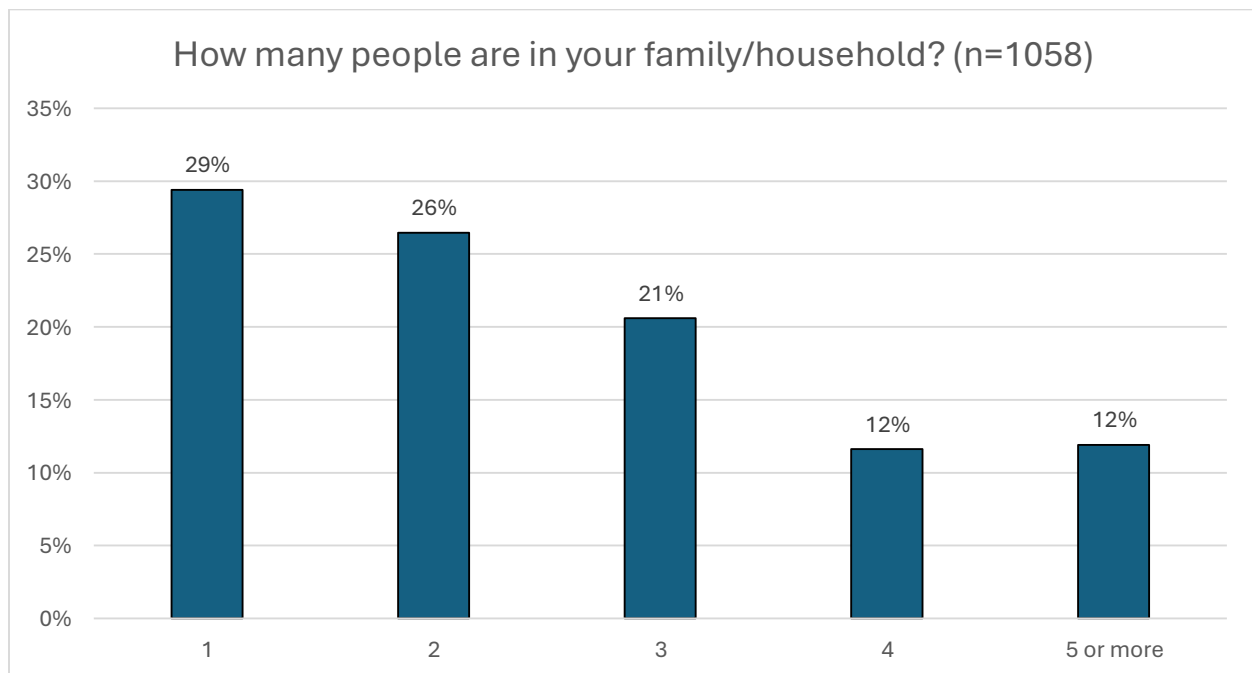


71% of trips surveyed responded to this question.

Question 30a. What languages do you speak at home? Another Language: Please specify

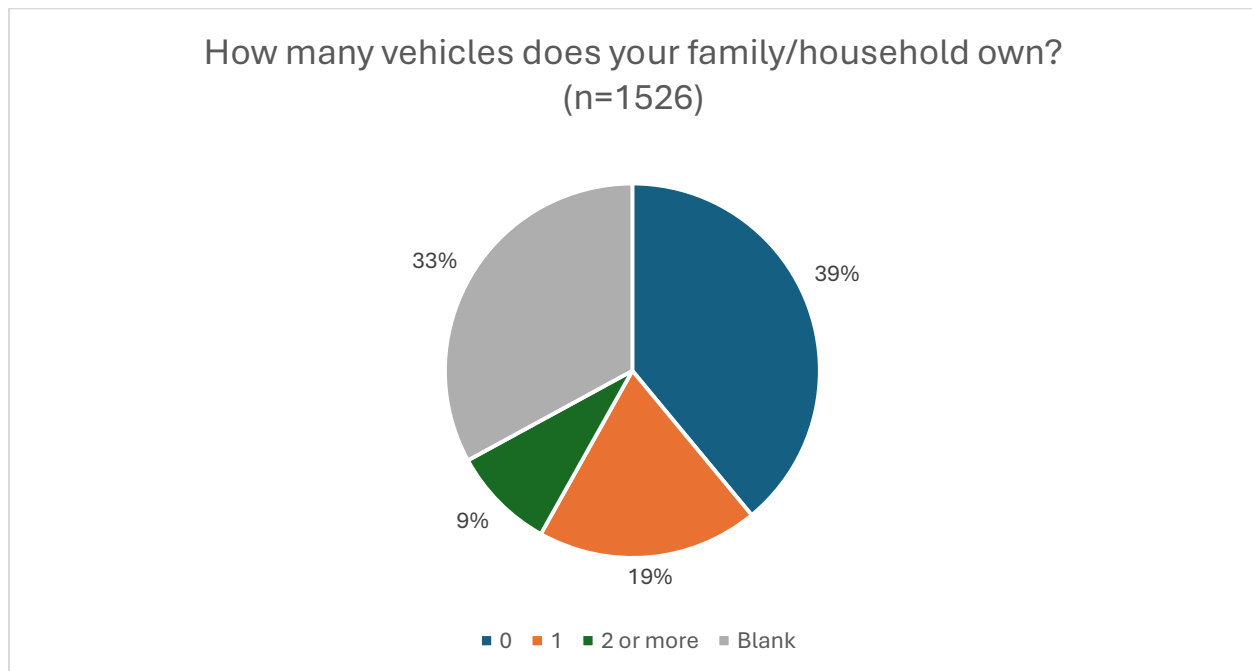


Question 31. How many people are in your family/household?

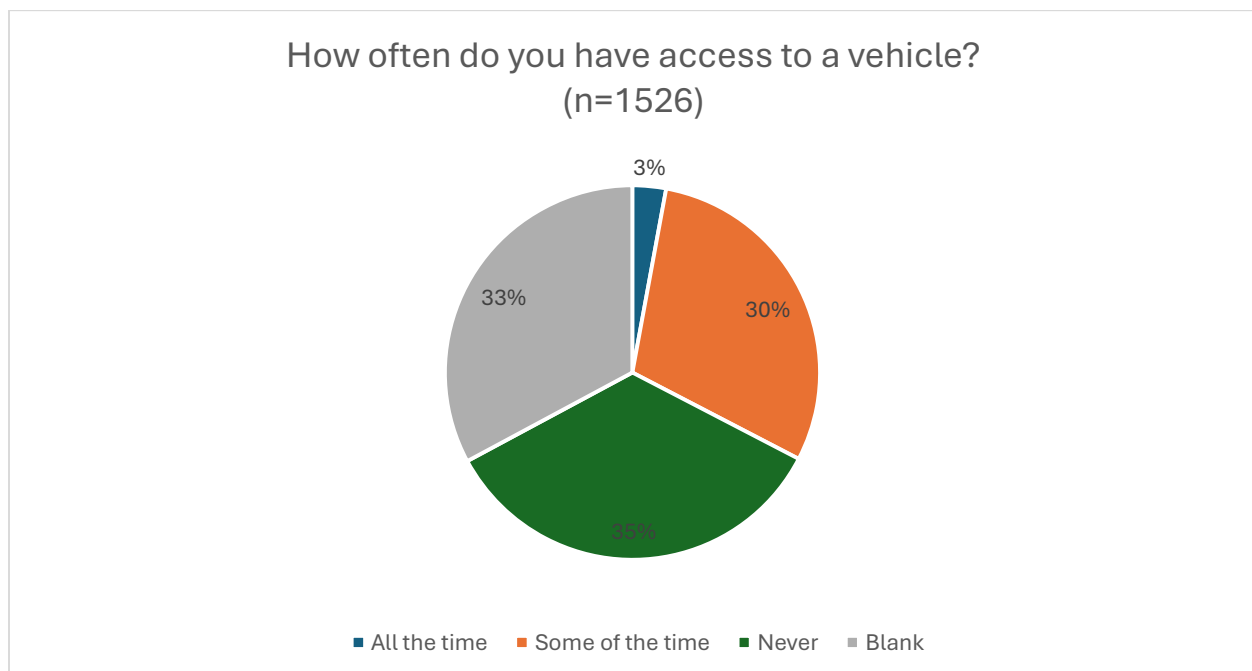


58% of trips surveyed responded to this question.

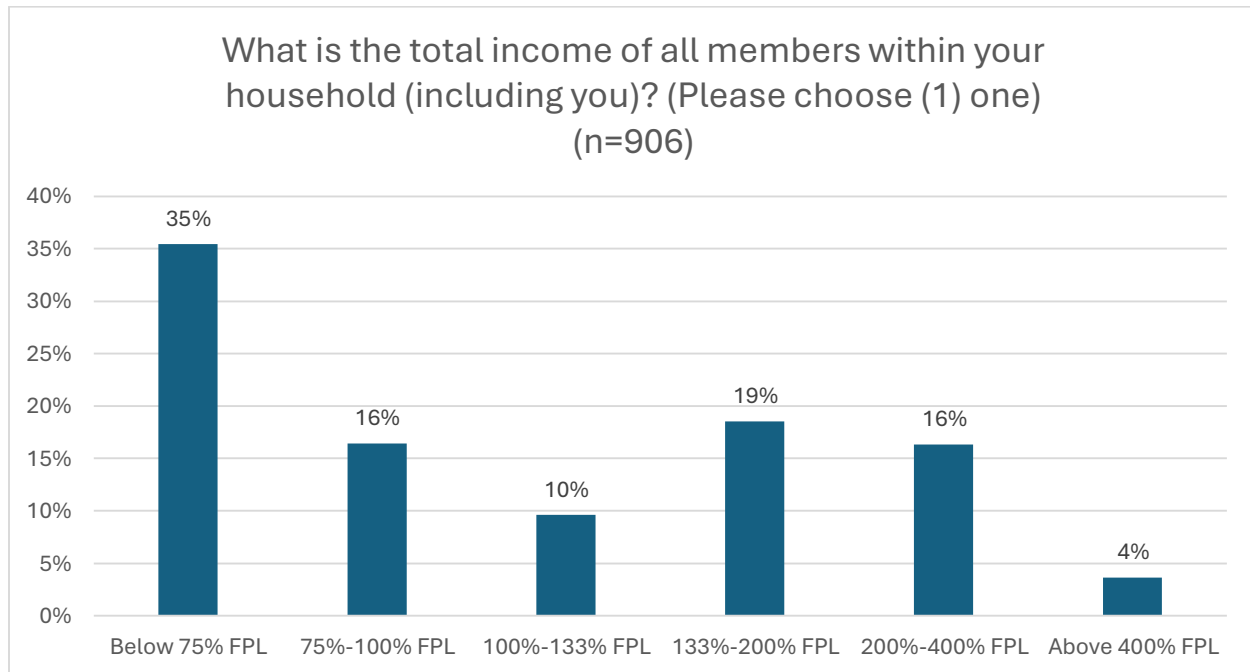
### Question 32. How many vehicles does your family/household own?



### Question 33. How often do you have access to a vehicle?



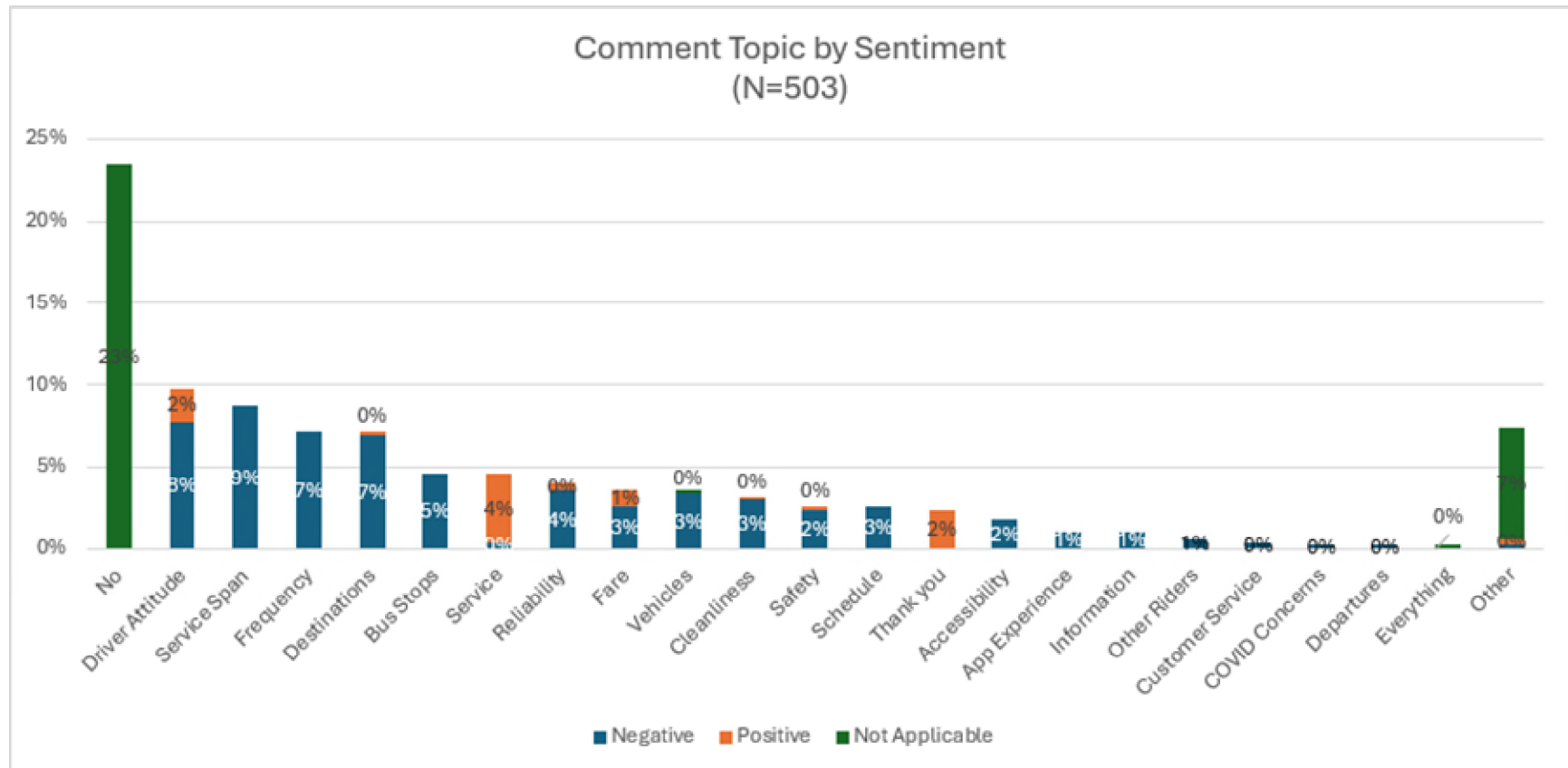
### Question 34. What is the total income of all members within your household (Including you?)



59% of trips surveyed responded to this question. **Error! Reference source not found.** was asked prior to a question regarding household income. Within the online survey, income options were expressed in ranges of dollar amounts, differing based on the household size. The ranges were rounded from the 2024 Poverty Guidelines<sup>7</sup> as published by the Office of the Assistant Secretary for Planning and Evaluation within the U.S. Department of Health and Human Services. The paper survey conformed as closely as possible to the 2024 Federal Poverty Level for each income range option.

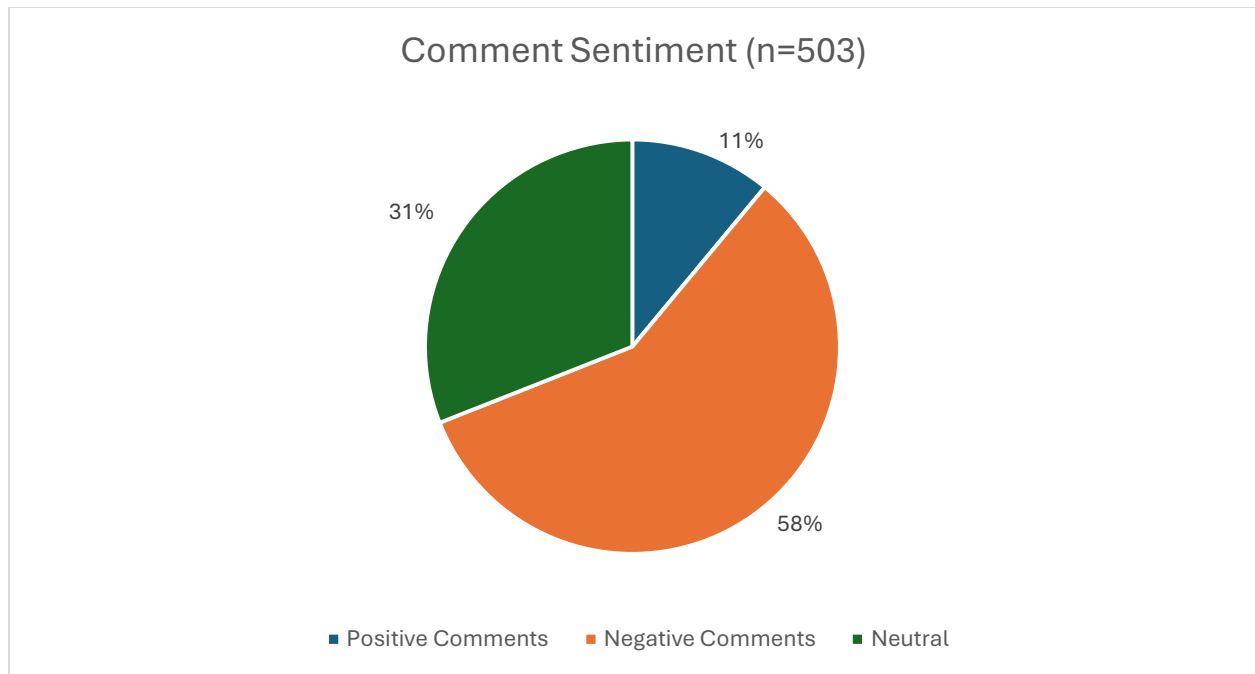
<sup>7</sup> Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation; [detailed-guidelines-2024.pdf \(hhs.gov\)](#)

Question 20. Do you have any additional comment you would like to make?



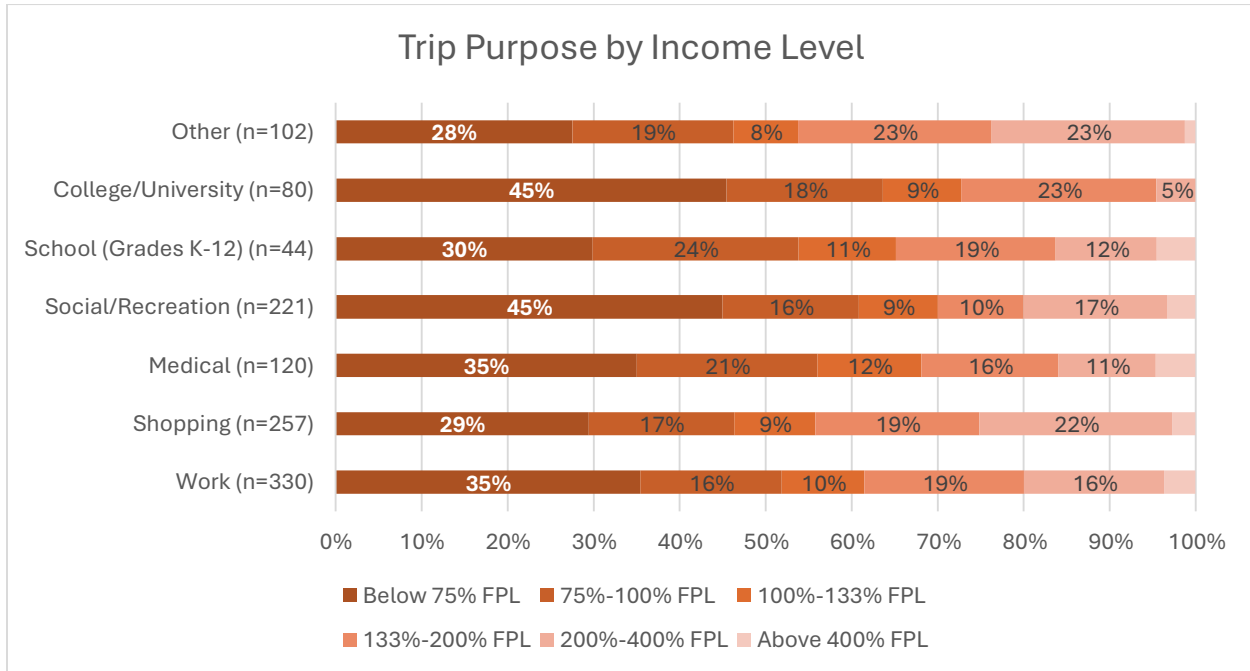
Comments were sorted by topic and a positive, negative and not applicable code was given to each comment.

## Comment Sentiment

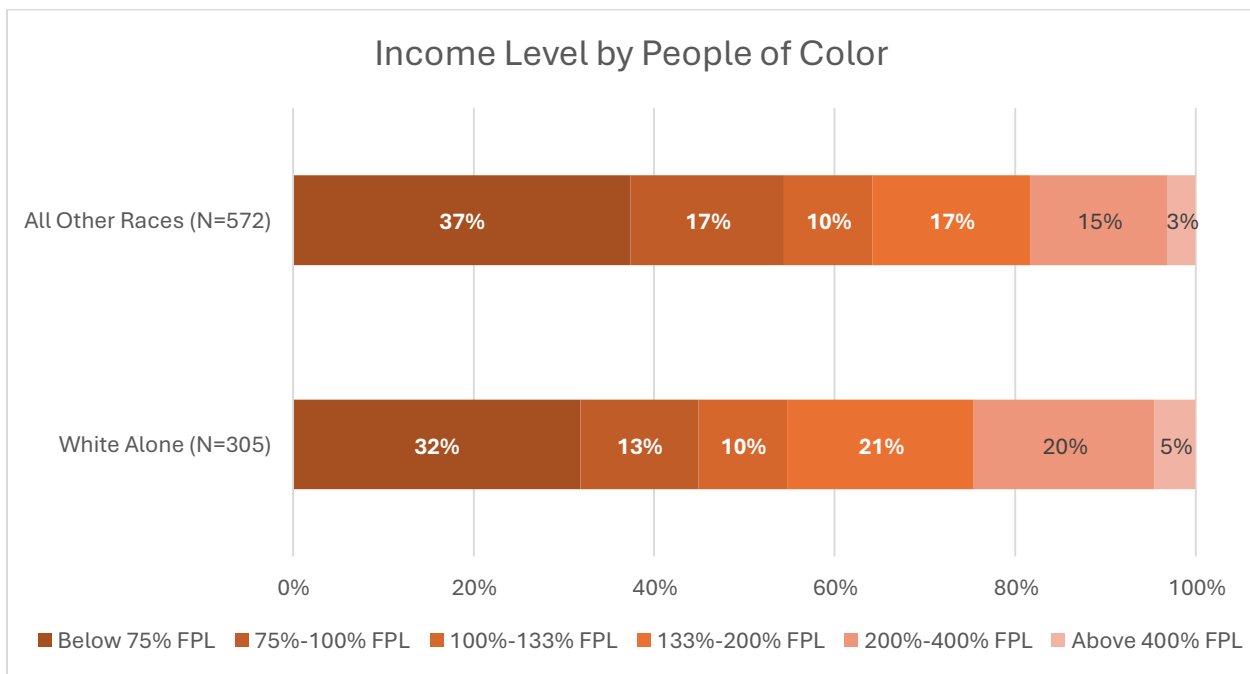


### 3. Demographic Analysis

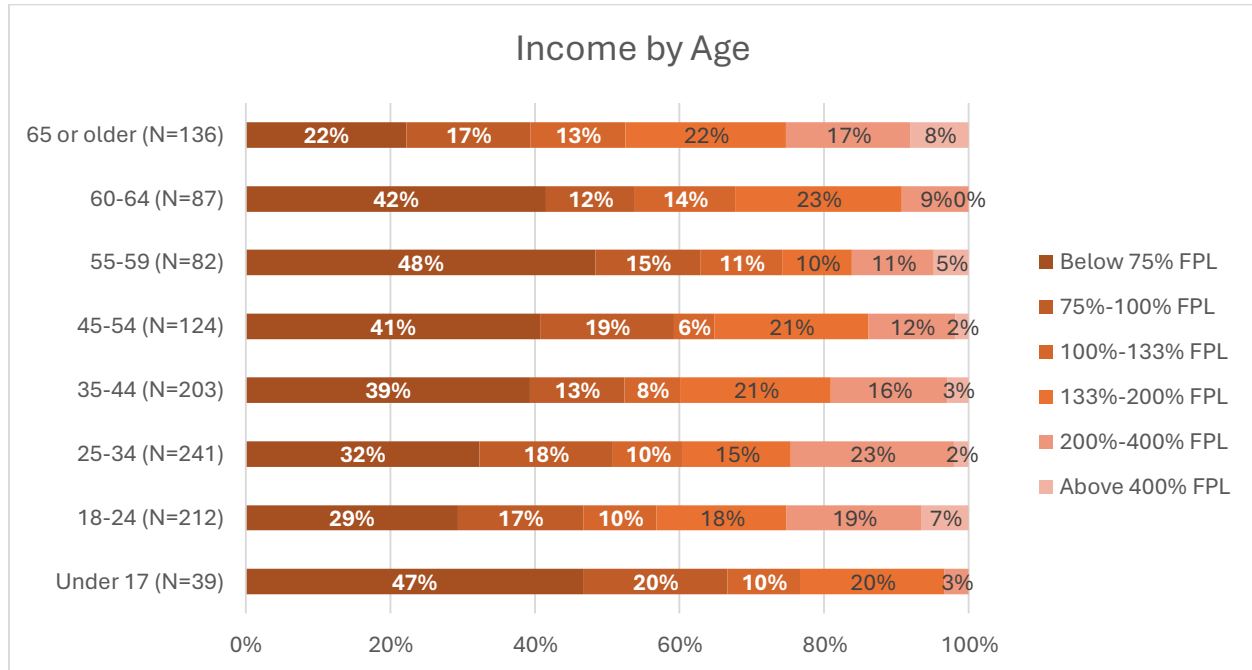
#### Income by Trip Purpose



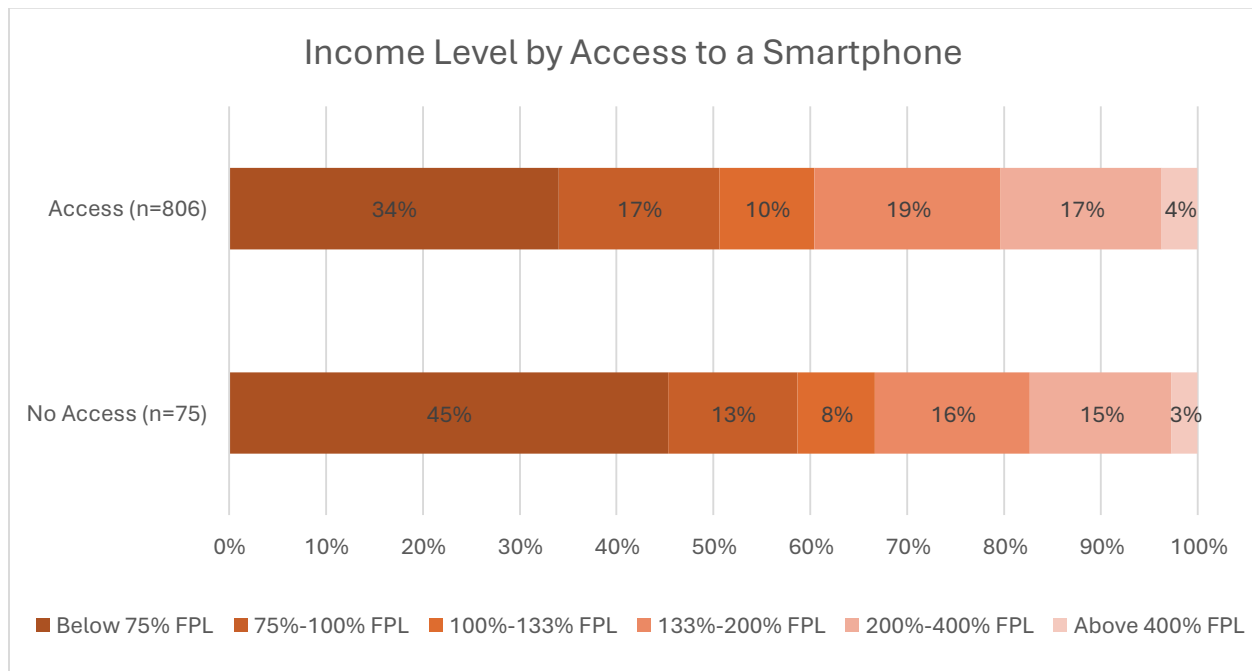
#### Race by Income



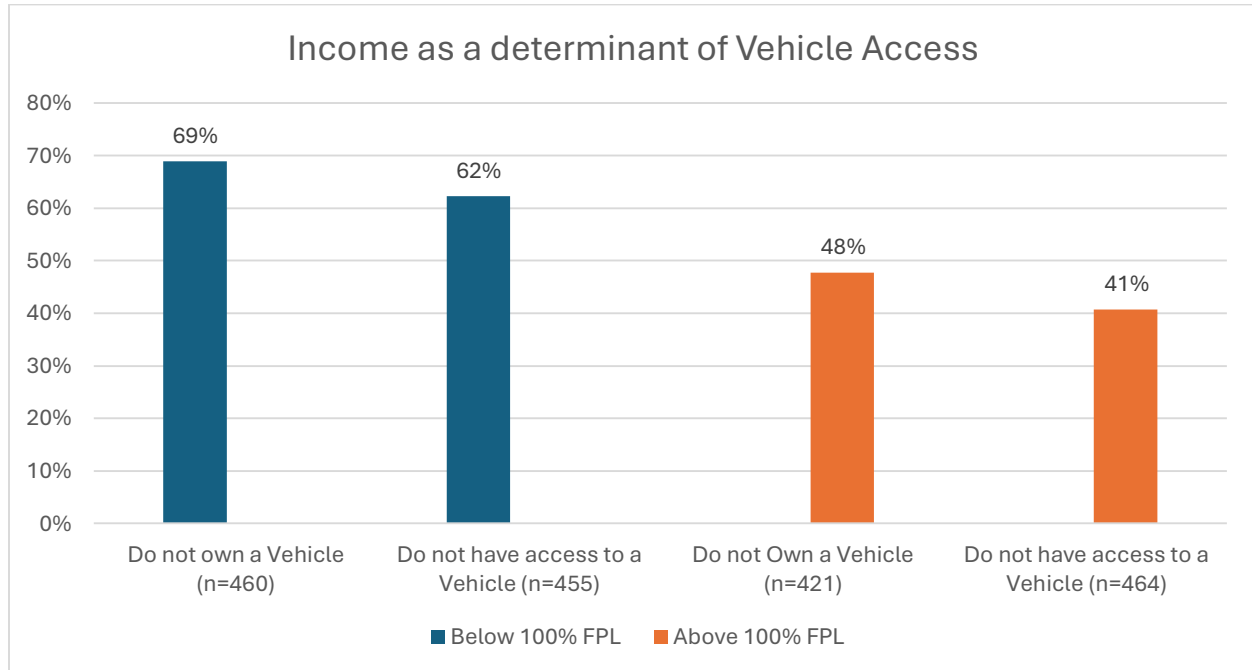
## Income by Age



## Technology Use by Income

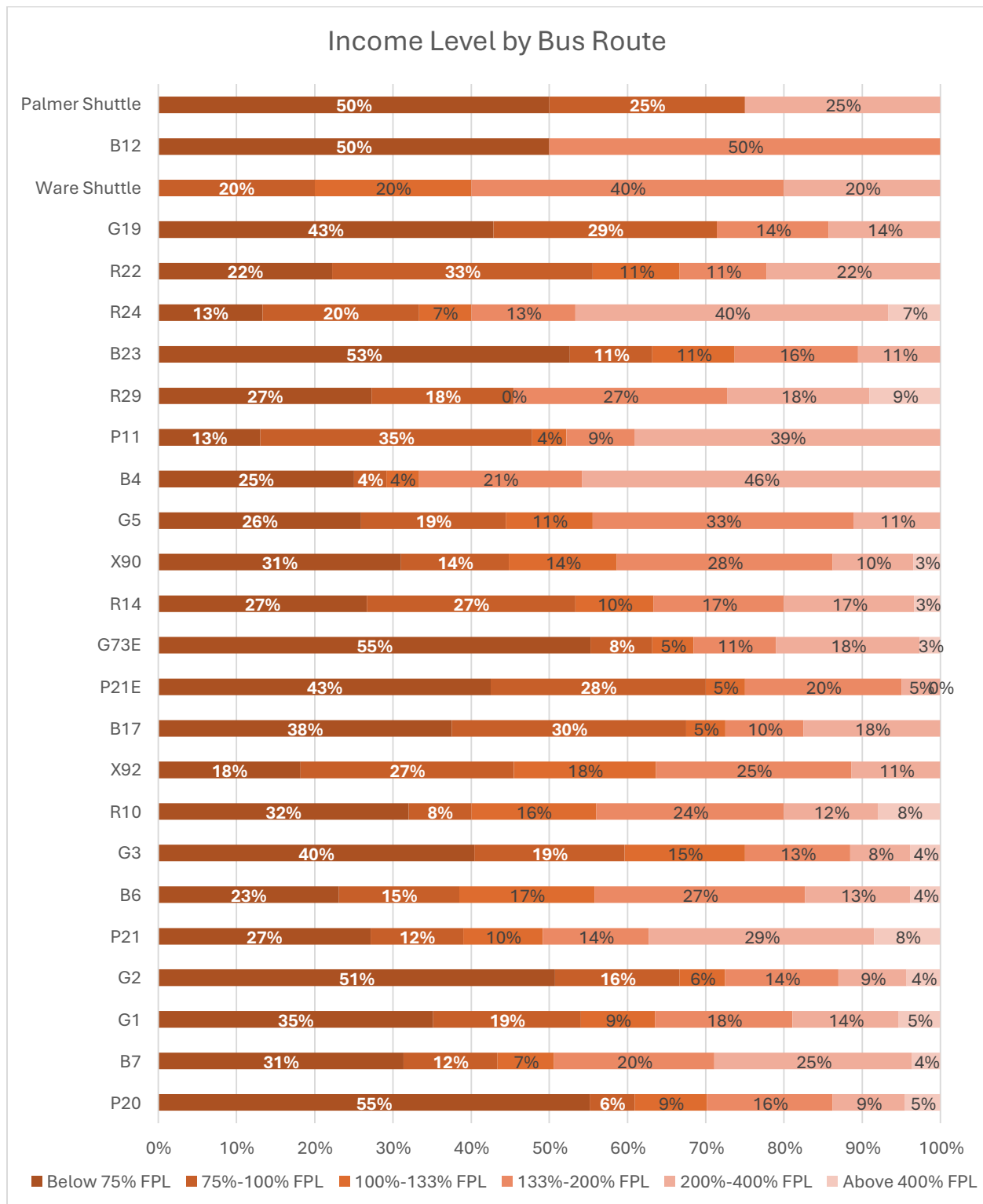


## Income as a Determinant Factor of Vehicle Access



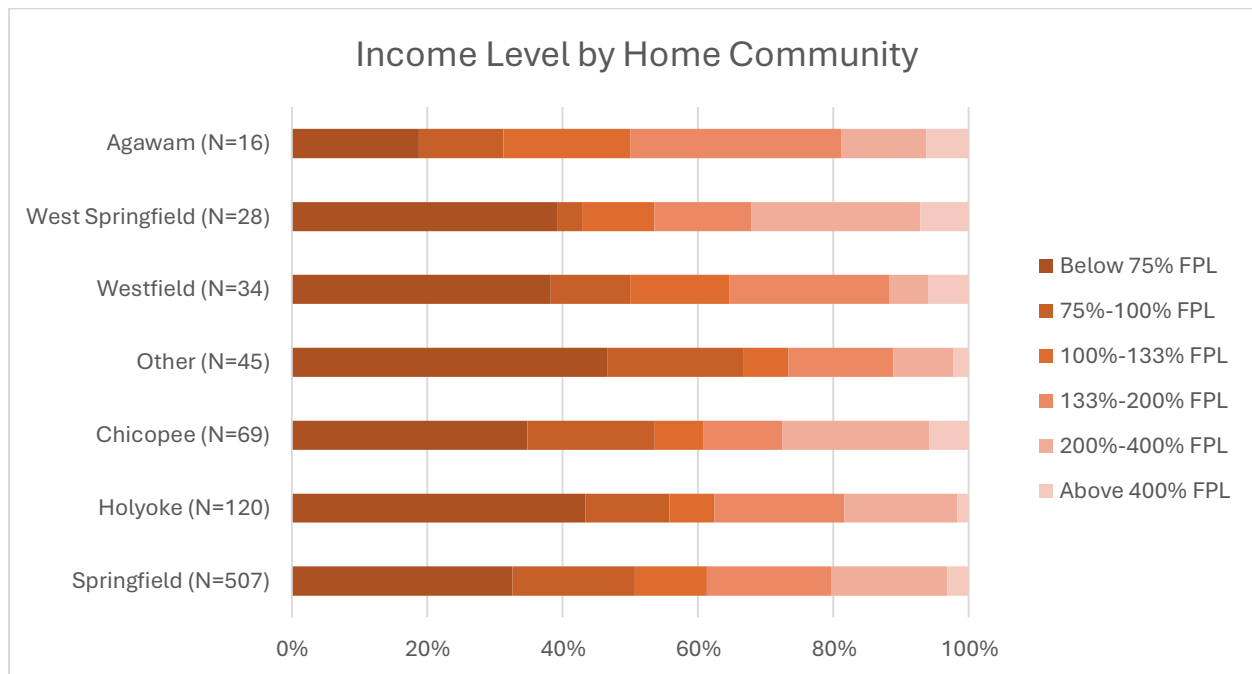
The sample size (n) is determined by the respondents income level and those who provided an answer to one of the car access questions.

## Income by Bus Route

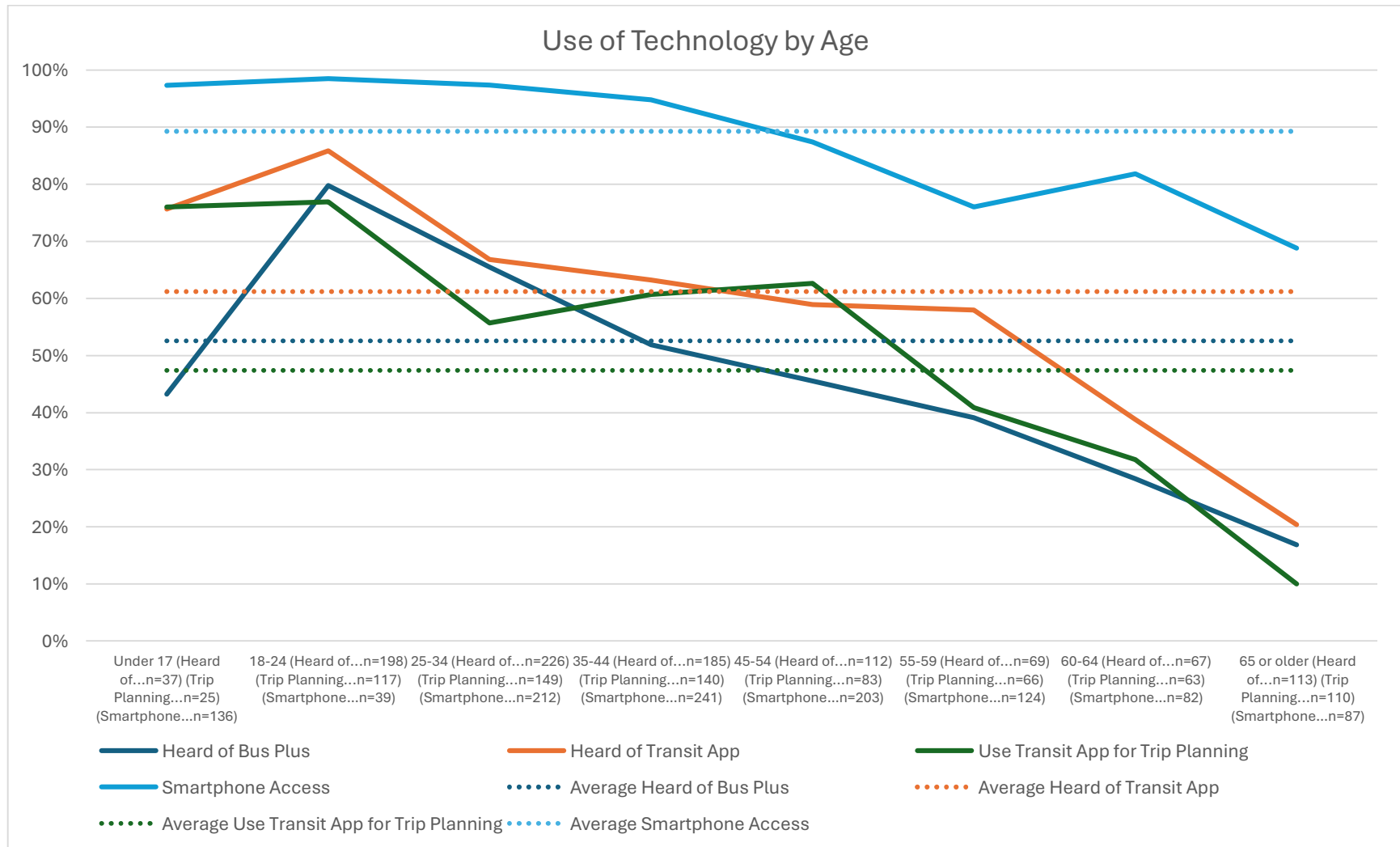


51.88% of the Southern System listed income below the Federal Poverty Level (100% FPL).

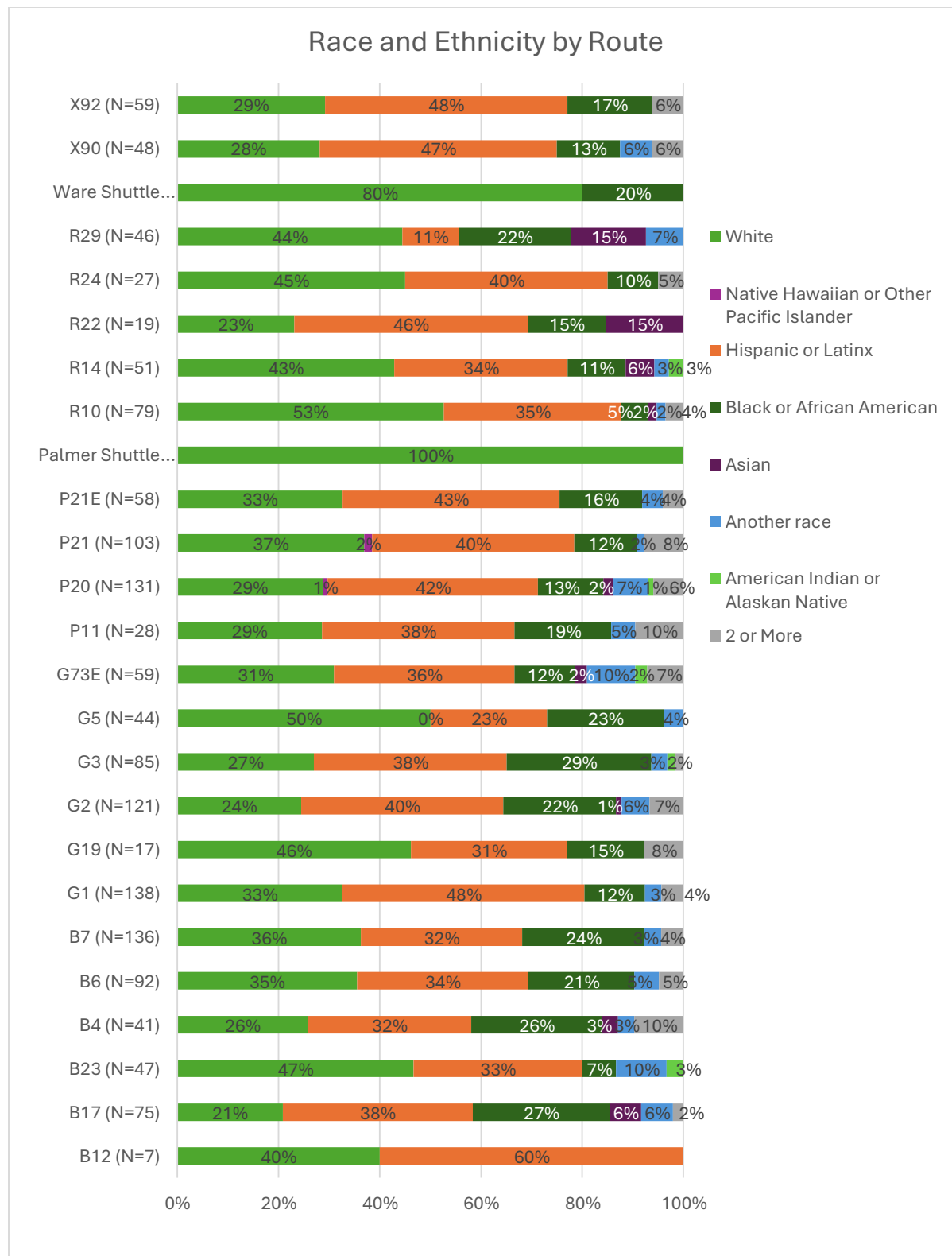
## Income by Community



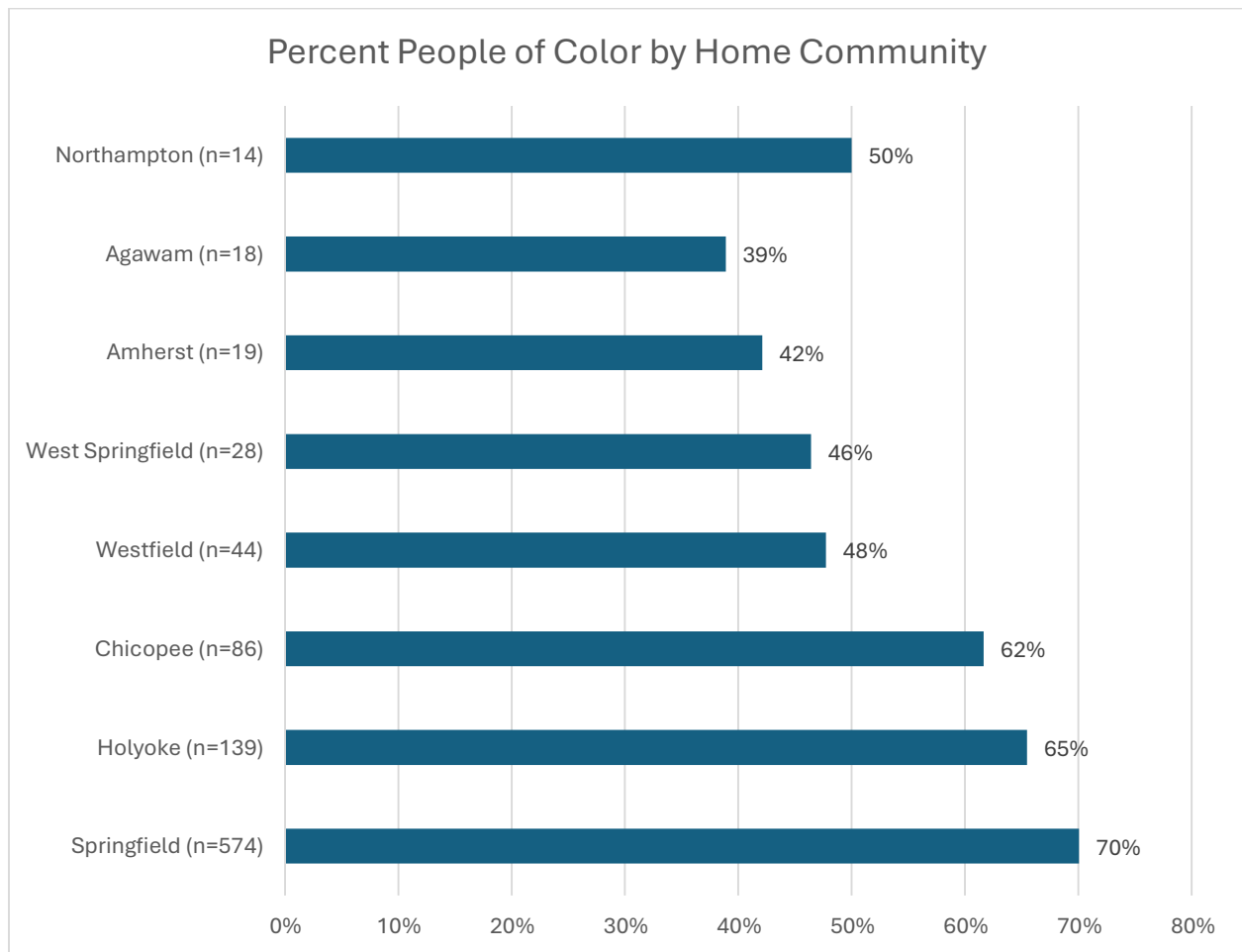
## Technology use by Age



## Race and Ethnicity by Bus Route



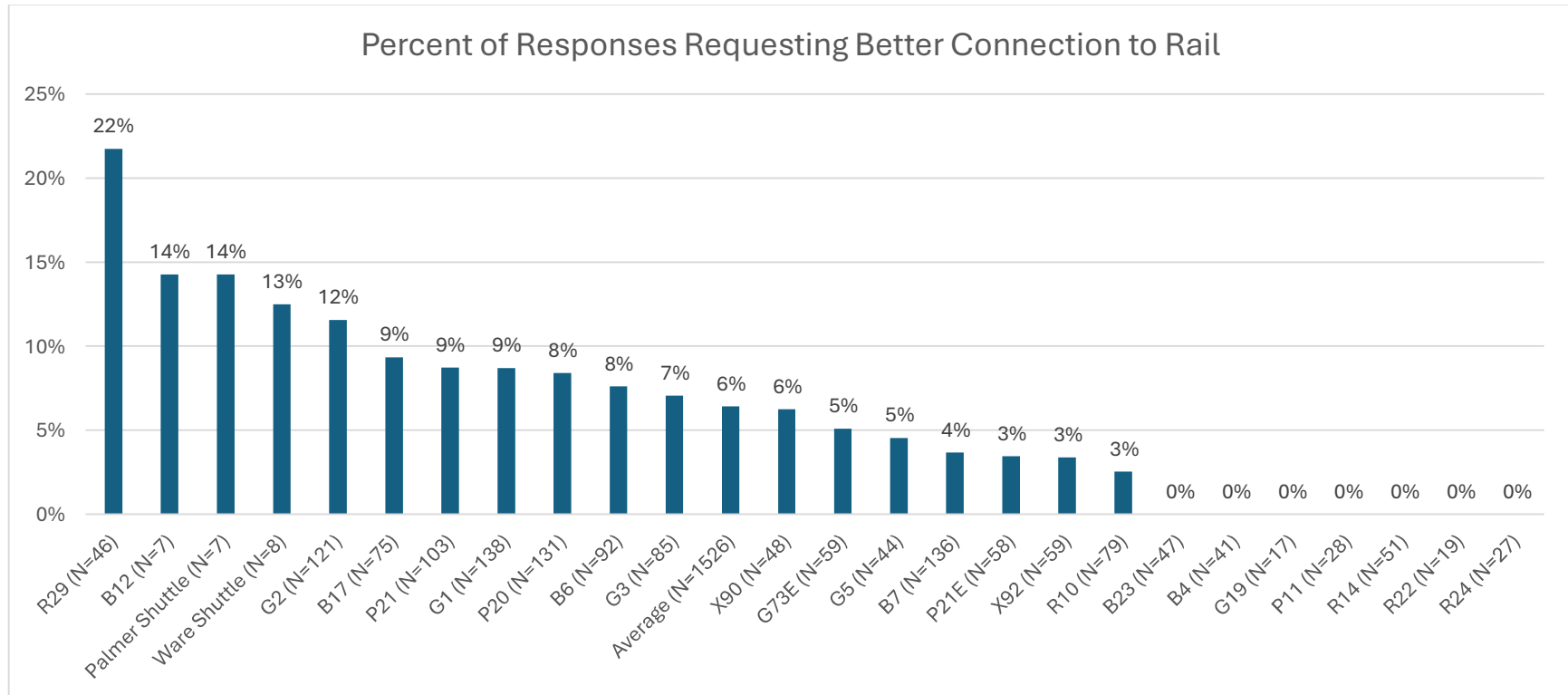
## People of Color by Community



## 4. Recommendations Analysis

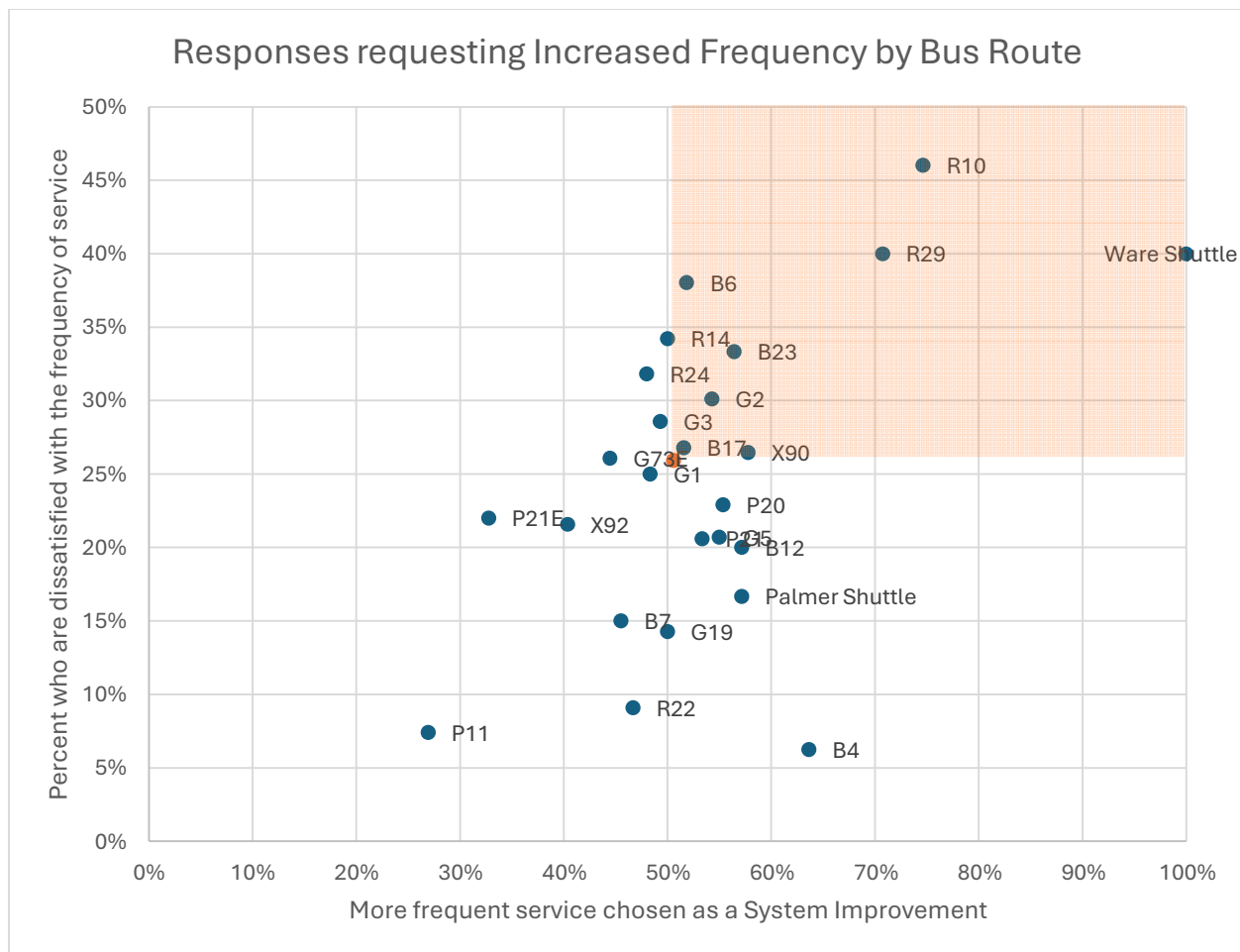
The following charts support recommendations later within this report.

### Connection to Rail



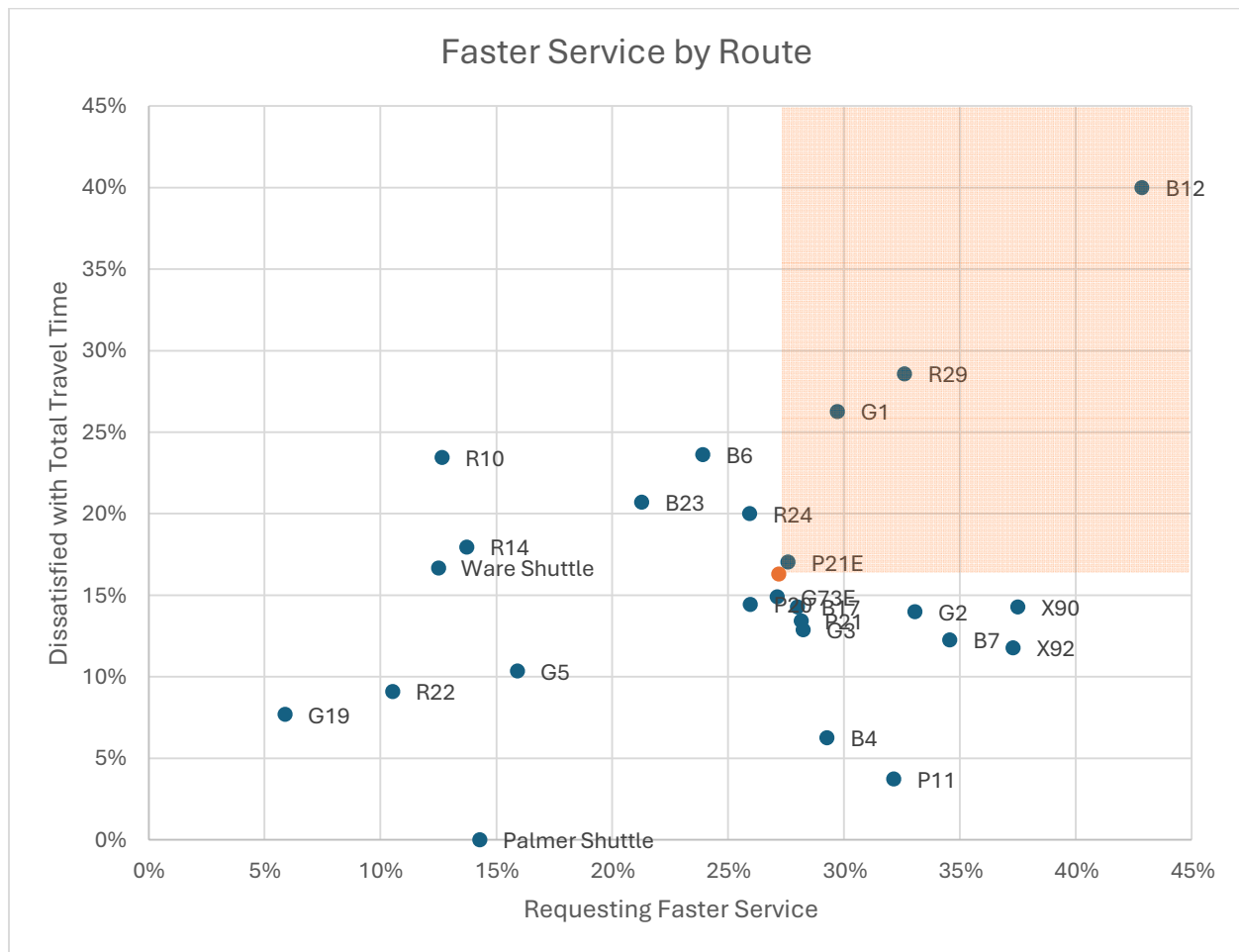
22% of the riders on the R29 and 12% of riders on the G2 are requesting a better connection to rail. The difference between the results for each of these routes is statistically significant compared to all other routes.

## Frequency Priority



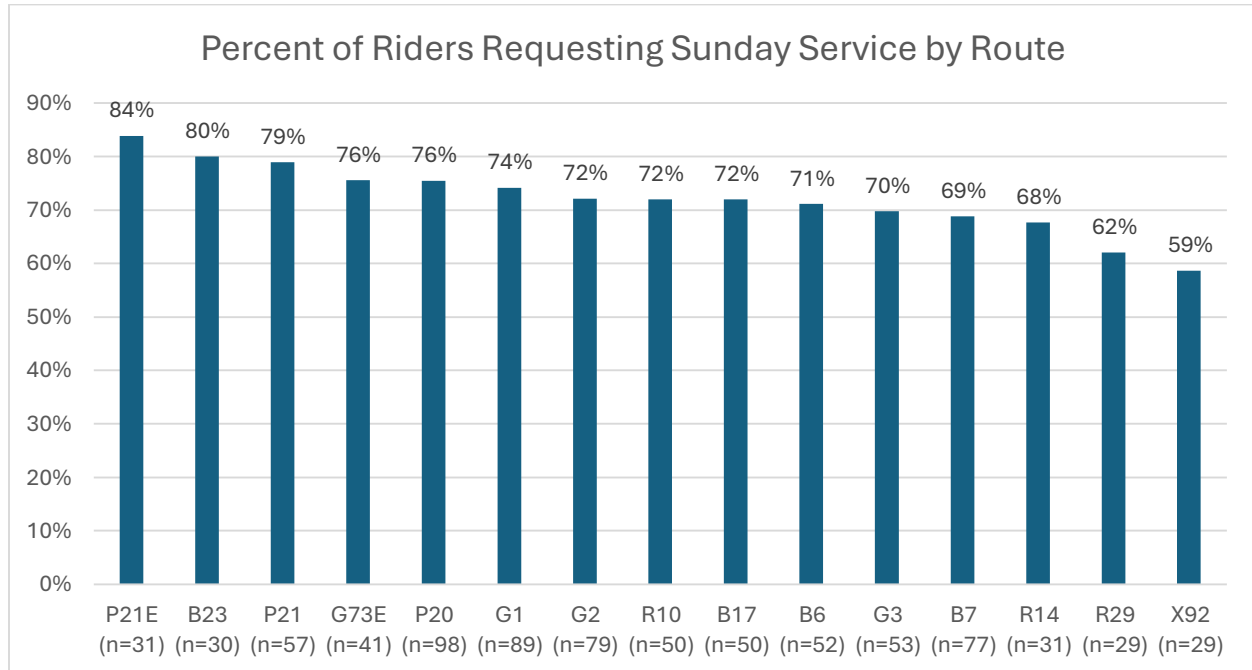
A scatter chart displays two separate dimensions within the same chart. In this case, the percent of those who were dissatisfied and very dissatisfied with frequency of service are plotted on the Y axis while those who chose more frequent service within the question “What improvements would make you more inclined to use transit service?” are plotted on the X-axis. Each dot represents a bus route. The orange dot identifies the average rating for the Southern System. Routes plotted within the orange rectangle display a greater than average percent of riders who indicated both categories. Some routes have noticeably greater than average (routes listed to the top right of the orange system average marker) requests for additional frequency.

## Faster Service Priority



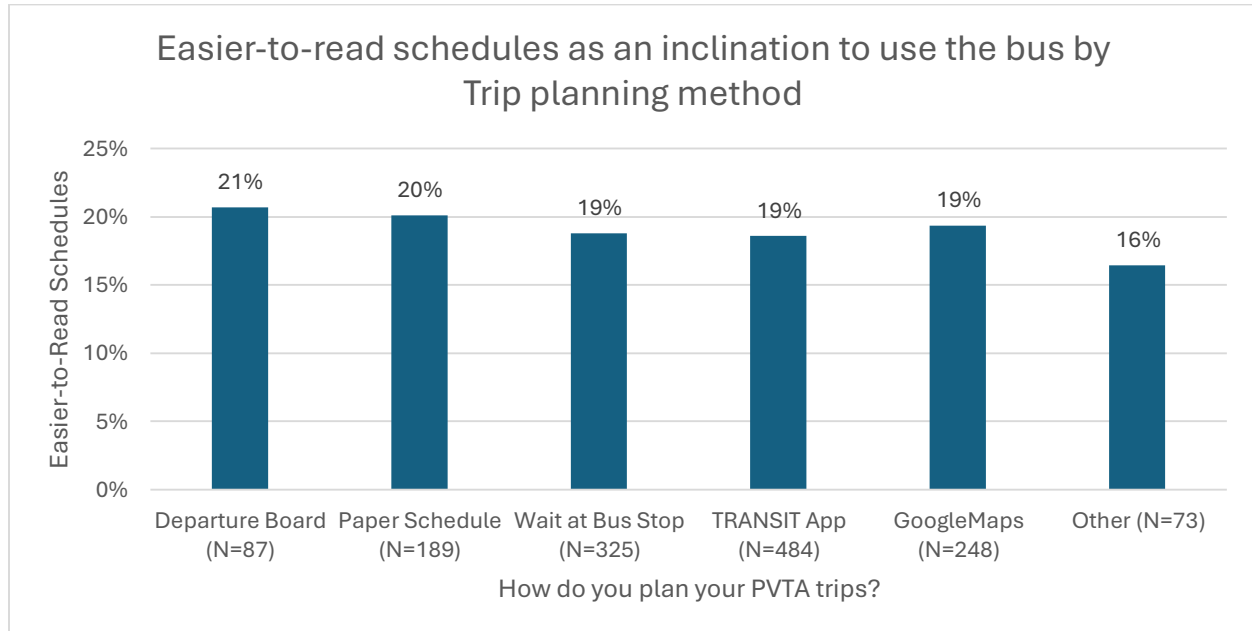
Some routes have noticeably greater than average (routes listed to the top right of the orange system average marker) requests for faster service.

## Requests for Sunday Bus Service

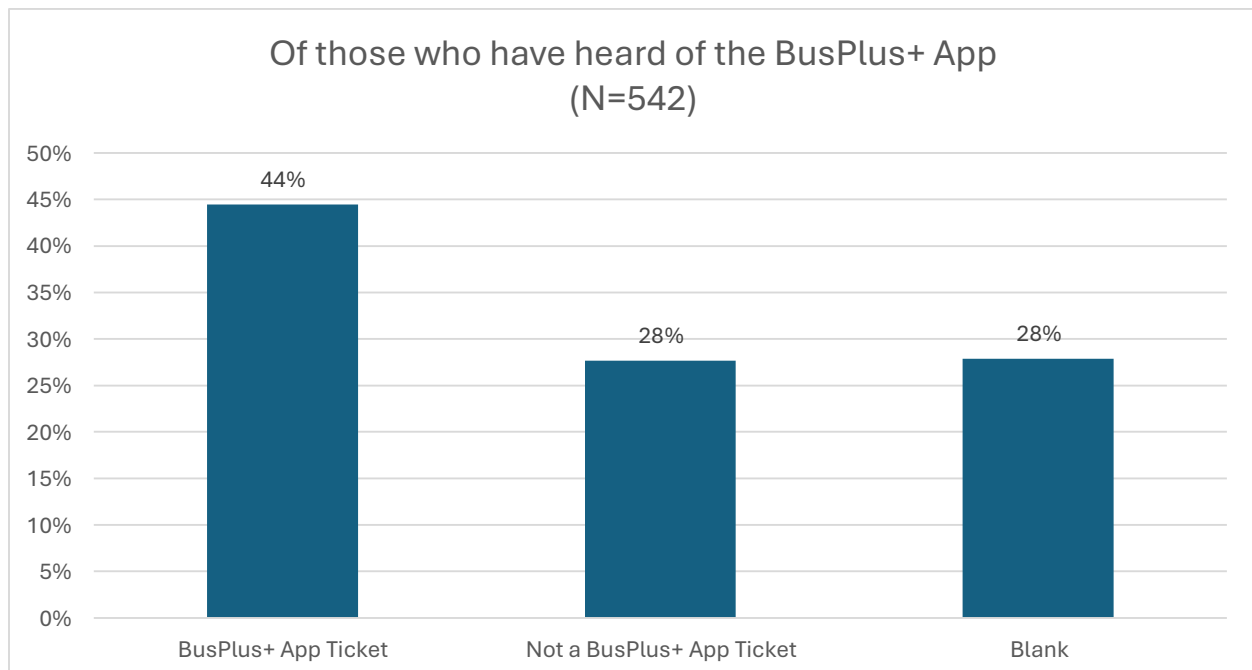


Requests for Sunday bus service is established by Question 15a. When would you like to see more service?. A percentage is taken of requests for Sunday service by riders requesting any additional service for each bus route. Routes with a relevant sample size greater than 28 responses are included within this visualization.

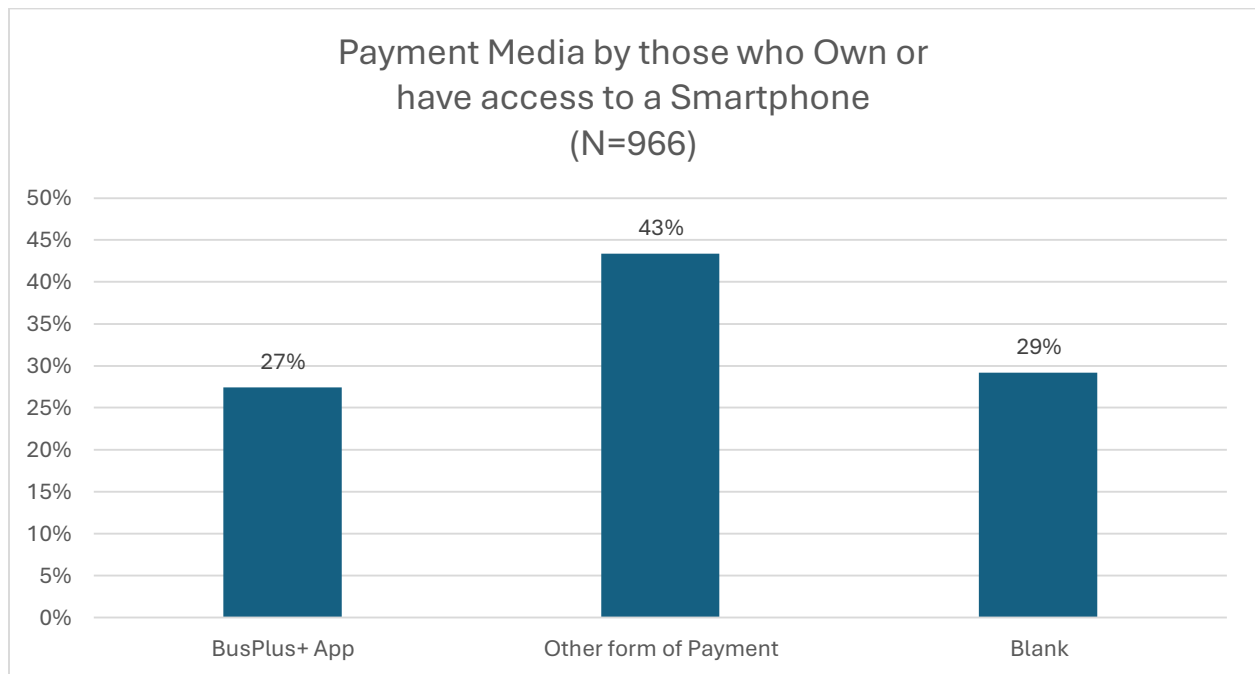
## Schedule Education



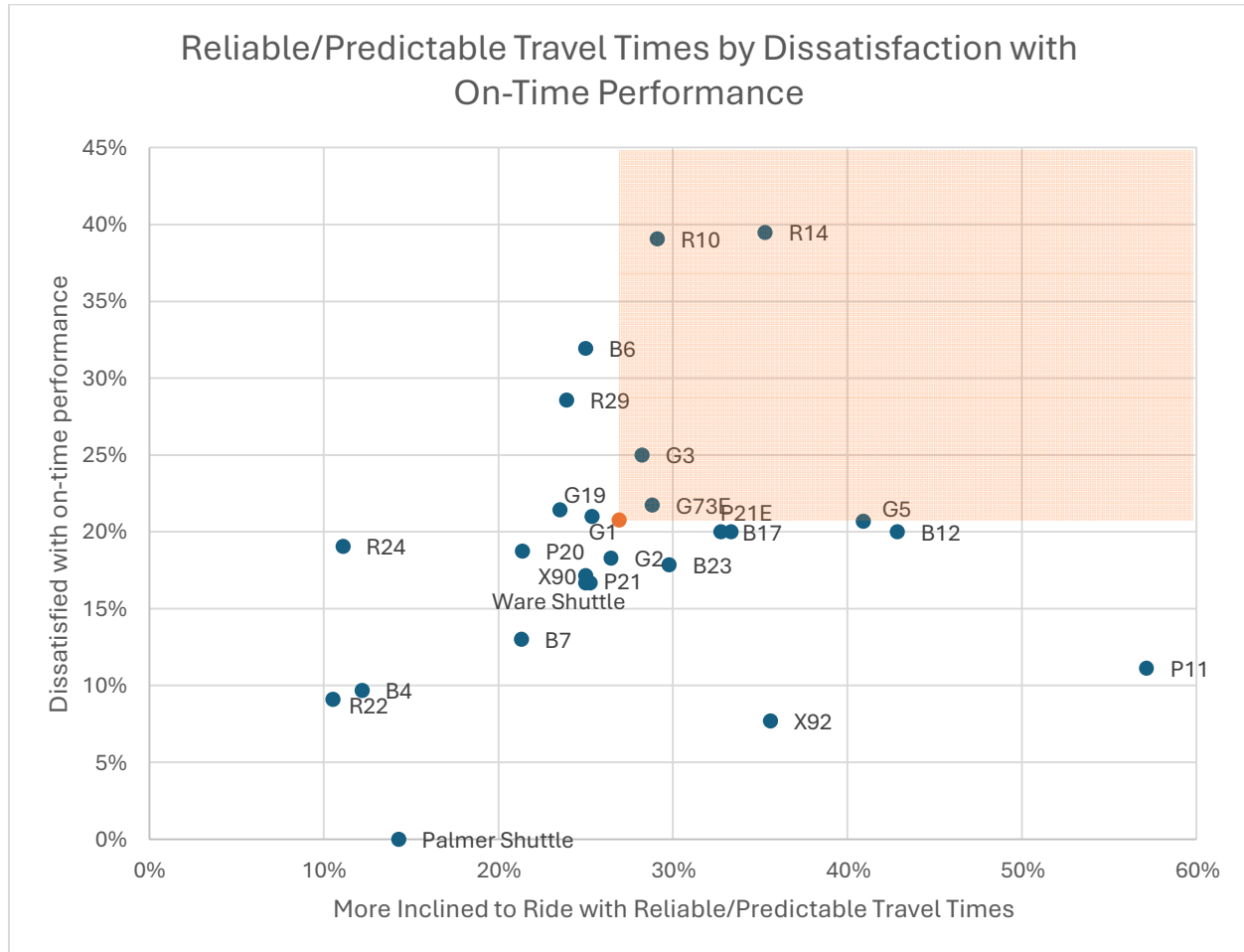
## BusPlus+ App



## Payment Media

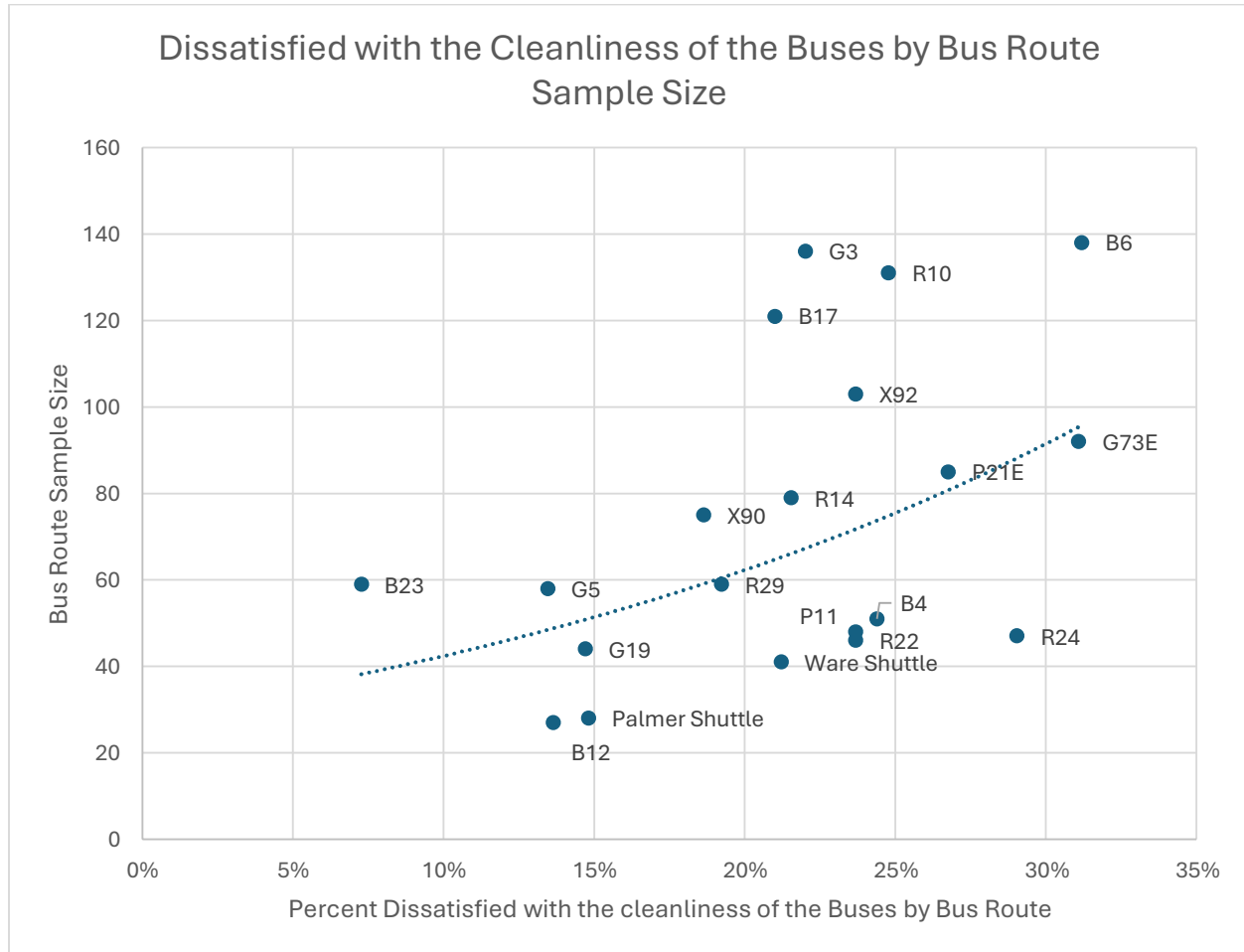


## On-Time Performance of the Buses



Some routes have noticeably greater than average (routes listed to the top left of the orange system average marker) requests for better on-time performance.

## Cleanliness of the Buses by Bus Route



This chart illustrates a correlation between ridership and perceived cleanliness of the buses. It should be noted this information is not based on a statistical analysis or inference but rather the observation of the responses provided.

## Written and Chosen Improvement Requests and Written Comments

The following table is a review of answers and verbatim comments included within Question 14. What improvements would make you more inclined to use transit service? along with verbatim comments within Question 20. Do you have any additional comment you would like to make?

| Topic                                   | Improvements<br>(n=1392) <sup>8</sup> | Comments<br>(n=374) |
|-----------------------------------------|---------------------------------------|---------------------|
| More frequent service                   | 51%                                   | 10%                 |
| More destinations                       | 38%                                   | 10%                 |
| Lower fares                             | 36%                                   | 5%                  |
| Accurate departure time and delay info  | 29%                                   | 3%                  |
| Easier-to-read schedules                | 17%                                   | 3%                  |
| Better onboard safety                   | 17%                                   | 3%                  |
| Other: Service Span <sup>9</sup>        | 3%                                    | 12%                 |
| Other: Amenities                        | 2%                                    | 11%                 |
| Other: Driver Attitude                  | 1%                                    | 13%                 |
| Improved customer service               | 22%                                   | 1%                  |
| Other: Cleanliness                      | 1%                                    | 4%                  |
| Other: Accessibility Concerns           | 0%                                    | 2%                  |
| Faster service                          | 30%                                   |                     |
| Reliable/Predictable travel times       | 30%                                   |                     |
| Safer bus stops                         | 24%                                   |                     |
| Connection to Bradley Airport           | 14%                                   |                     |
| Better connection to rail               | 7%                                    |                     |
| Other: More Bus Stops                   | 1%                                    |                     |
| Other: Missed Passengers                | 0%                                    |                     |
| Other: Driver Enforcement of Rules      | 0%                                    |                     |
| Other: On Time Performance              | 0%                                    |                     |
| Other: Policy Change                    | 0%                                    |                     |
| Comments: General Service <sup>10</sup> |                                       | 6%                  |
| Comments: Service Reliability           |                                       | 5%                  |
| Comments: Other Riders                  |                                       | 1%                  |

<sup>8</sup> Blank responses are not included within this table. Many reported multiple topics on both question 14 and question 20.

<sup>9</sup> Topics preceded by “Other” were coded written answers from Question 14. What improvements would make you more inclined to use transit service?.

<sup>10</sup> Topics preceded by “Comments” were topics only reported within Question 20. Do you have any additional comment you would like to make?

Considering the nature of written comments and the plethora of potential answers, the coded verbatim responses represent topics of further interest when compared to check box options from the same question or even within the same survey. Service span of hours, amenities (on and off the bus), bus driver attitudes and cleanliness are particularly concerning due to the rate these options were written into either question 14 or question 20.

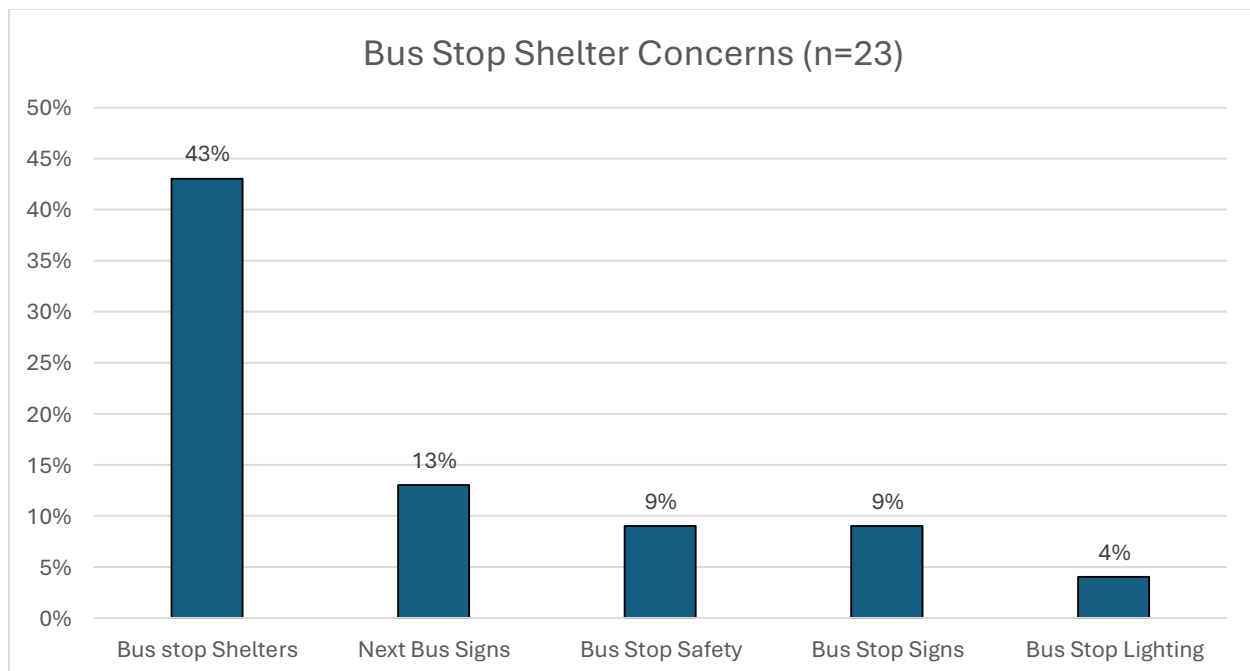
Two of these topics are discussed in other parts of the survey:

|                       |                                                                           |
|-----------------------|---------------------------------------------------------------------------|
| Span of Service hours | Question 15. Are there specific times you would like to see more service? |
| Cleanliness           | Question 17. How satisfied are you with PVTA service?                     |

Topics that are not explicitly included within the survey questions but are often within written responses should be considered for further analysis:

- Bus and Bus Stop Amenities
- Bus driver attitude

## Bus Stop Shelter Concerns



## 5. Recommendations

The following recommendations are based on survey responses. Topics of concentration come from observations within the responses themselves. The survey was conducted over the Spring 2024 (March-May). Changes to the system, policies and procedures since the survey was conducted may impact these recommendations.

| Recommendation                                                                                        | Supported by Survey Data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Increase frequency on bus routes with a priority on the R10, R29, Ware Shuttle, B6, B23, X90 and B17. | Frequency of service is the fourth largest commented topic on the survey. The survey also asked, “Question 14. What improvements would make you more inclined to use transit service?” with a corresponding “increased frequency” as an answer. In addition, the survey asked, “Question 17. How satisfied are you with PVRTA service?” offering “Frequency of Buses” as a dimension of service reviewed on a five-point satisfaction scale. Results are shown in the Frequency Priority section. Using these two dimensions on the survey, the routes identified (R10, R29, Ware Shuttle, B6, B23, X90 and B17 have a higher-than-average concern for increased bus frequency. |
| Decrease travel time on routes, prioritizing the G1 and R29.                                          | 27% of all riders in the Southern System requested faster service as an improvement that would make them more inclined to use public transit (Question 14. What improvements would make you more inclined to use transit service?). In addition, 16% are dissatisfied with total travel time (Question 17. How satisfied are you with PVRTA service?). Those on the G1 and R29 request faster overall travel time at the highest rates.                                                                                                                                                                                                                                         |
| Prioritize additional Sunday service from 5am-Midnight on the P21E, B23, P21, G73E and P20.           | The survey responses show that 27% of all trips surveyed are seeking Sunday service from 5am-7am; 28% 7am-7pm; 24% 7pm-12am (Question 15a. When would you like to see more service?). Through a sample observation, routes with more riders requesting additional service on Sundays compared to other times include the P21E, B23, P21, G73E and P20 (                                                                                                                                                                                                                                                                                                                         |

|                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provide additional education on the use of the Transit App, Google Maps and PDF schedules | There are a few metrics suggesting that riders could benefit from additional education on the use of schedules. 25.8% of trips surveyed included a request for accurate departure and delay info, 30% of Transit App users, 32% of Google Maps users, 26% of departure board readers, 25% of paper schedule readers and 22% of those who wait at the bus stop without planning also request more accurate departure and delay info. These results are statistically similar to each other. Therefore, educating riders on all schedule information options is equally important. Additionally, 19% of those surveyed believed easier-to-read schedules would make them more inclined to use transit service. |
| Increase awareness and education of the BusPlus+ App                                      | 28% of those who have heard of BusPlus+ are currently not using the app. Of those who own or have access to a smartphone, 43% did not purchase their most recent ticket through the BusPlus+ App.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Review timepoint adherence on the G3, G5, R10, and R14                                    | More riders of the G3, G5, R10, and R14 expressed dissatisfaction with on-time performance of the buses and would be more inclined to ride the bus if travel times were more reliable and predictable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Consider a bus cleaning schedule that increases priority on routes with higher ridership  | Based on a sample observation, the higher ridership routes skew toward a higher percentage of riders dissatisfied with the cleanliness of the buses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Facilitate more inter-neighborhood transfers                                              | Riders are traveling all the way into Union Station to transfer, (for example, the most common transfer is the G2 to the B7), inter-neighborhood transfers would reduce travel time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Future Study                                                                      | Supported by Survey Data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Consider how remote work and college classes will impact ridership moving forward | 25% of all responses and 36% of those working or going to college say they work or attend school remotely at least one day a week (Question 16. Which of the following, if any, affected your bus riding during the COVID pandemic?). Most (14% and 22%, respectively) are working or going to school 4 or more days a week. Prior to the COVID-19 pandemic remote options were novel.                                                                                                                                                     |
| Research project on bus stop shelter concerns                                     | Comments suggest dissatisfaction with bus stop shelter infrastructure and safety, the survey does not provide sufficient data on which routes need addressing. 11% of comments within Question 20. Do you have any additional comment you would like to make?and 28 responses from Question 14. What improvements would make you more inclined to use transit service?request addressing bus stop amenities. Consider adding bus stop amenities as a topic within the next round of customer surveys.                                      |
| Research perceived bus driver attitudes by the riders                             | While the customer survey did not provide a specific question on the perception riders have of the bus drivers, the driver and their attitude is a large part of the bus riding experience. We know this as 13% of the comments received included negative comments about bus driver attitudes. Another 14 responses were added within Question 14. What improvements would make you more inclined to use transit service? requesting improvements to the system. Consider adding a rating of the bus driver to the next round of surveys. |

# Appendix 1: Paper Survey Form in English

☐ G1    ☐ G3    ☐ G5    ☐ B7    ☐ P11    ☐ R14    ☐ P20    ☐ P21E    ☐ R24    ☐ X90    ☐ Palmer    ☐ Willb  
☐ G2    ☐ B4    ☐ B6    ☐ R10    ☐ B12    ☐ B17    ☐ P21    ☐ B23    ☐ R29    ☐ X92    ☐ Ware

## 2024 PVRTA Customer Survey

|                                                                                                                                                                                                                    |                                                    |                                                                                   |                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <b>1. Where did you start your journey today? (Please answer both)</b>                                                                                                                                             |                                                    |                                                                                   |                                                                                   |
| Building/Cross Streets/Complex: _____                                                                                                                                                                              |                                                    | Town/City: _____                                                                  |                                                                                   |
| <b>2. What is the purpose of today's trip? (Check all that apply)</b>                                                                                                                                              |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> Work                                                                                                                                                                                      | <input type="checkbox"/> Medical                   | <input type="checkbox"/> School (Grades K-12)                                     | <input type="checkbox"/> Other: _____                                             |
| <input type="checkbox"/> Shopping                                                                                                                                                                                  | <input type="checkbox"/> Social/Recreation         | <input type="checkbox"/> College/University                                       |                                                                                   |
| <b>3. How often do you ride the bus?</b>                                                                                                                                                                           |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> 5 or more days a week                                                                                                                                                                     | <input type="checkbox"/> Once or twice a week      | <input type="checkbox"/> Less than once a month                                   |                                                                                   |
| <input type="checkbox"/> 3 to 4 days a week                                                                                                                                                                        | <input type="checkbox"/> Once or twice a month     | <input type="checkbox"/> First time riding                                        |                                                                                   |
| <b>4. For this trip, which fare type did you use?</b>                                                                                                                                                              |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> No Fare/Free                                                                                                                                                                              |                                                    | <input type="checkbox"/> Child One-Way Trip - <b>\$0.90</b>                       |                                                                                   |
| <input type="checkbox"/> Adult 13 and Older One Way Trip - <b>\$1.50</b>                                                                                                                                           |                                                    | <input type="checkbox"/> Adult or Child Transfer - <b>\$0.25</b>                  |                                                                                   |
| <input type="checkbox"/> Adult 1 Day Pass - <b>\$3.50</b>                                                                                                                                                          |                                                    | <input type="checkbox"/> Senior or Mobility Impaired One Way Trip - <b>\$0.75</b> |                                                                                   |
| <input type="checkbox"/> Adult 7 Day Pass - <b>\$15</b>                                                                                                                                                            |                                                    | <input type="checkbox"/> Senior or Mobility Impaired Transfer - <b>\$0.10</b>     |                                                                                   |
| <input type="checkbox"/> Adult 31 Day Pass - <b>\$54</b>                                                                                                                                                           |                                                    | <input type="checkbox"/> Senior or Mobility Impaired 31 Day Pass - <b>\$26</b>    |                                                                                   |
| <b>5. Where did you purchase your ticket?</b> <input type="checkbox"/> BusPlus App <input type="checkbox"/> Customer Service/Big Y <input type="checkbox"/> Cash Onboard <input type="checkbox"/> No Purchase/Free |                                                    |                                                                                   |                                                                                   |
| <b>6. How did you get to the bus stop today? (Check all that apply)</b>                                                                                                                                            |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> Walk                                                                                                                                                                                      | <input type="checkbox"/> Uber/Lyft                 | <input type="checkbox"/> Train                                                    | <input type="checkbox"/> PVRTA Bus, Route? _____                                  |
| <input type="checkbox"/> Bike                                                                                                                                                                                      | <input type="checkbox"/> Parked/dropped off nearby | <input type="checkbox"/> Other: _____                                             |                                                                                   |
| <b>7. How long did it take you to get to the bus stop? (Please choose (1) one)</b>                                                                                                                                 |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> 1-5 Minutes                                                                                                                                                                               | <input type="checkbox"/> 6-10 Minutes              | <input type="checkbox"/> 11-15 Minutes                                            | <input type="checkbox"/> More than 15 Minutes                                     |
| <b>8. Will you connect to another route before reaching your final destination?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> <b>If yes, which route?</b> _____                                     |                                                    |                                                                                   |                                                                                   |
| <b>9. Where will you end today's journey? (Please answer both)</b>                                                                                                                                                 |                                                    |                                                                                   |                                                                                   |
| Name the Building/Cross Streets/Complex: _____                                                                                                                                                                     |                                                    | Town/City: _____                                                                  |                                                                                   |
| <b>10. How long will it take to get to your destination from the bus stop? (Please choose (1) one)</b>                                                                                                             |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> 1-5 Minutes                                                                                                                                                                               | <input type="checkbox"/> 6-10 Minutes              | <input type="checkbox"/> 11-15 Minutes                                            | <input type="checkbox"/> More than 15 Minutes                                     |
| <b>11. How do you currently get to places which are not served by PVRTA fixed route buses? (Check all that apply)</b>                                                                                              |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> Drive my own car                                                                                                                                                                          | <input type="checkbox"/> Bike                      | <input type="checkbox"/> Taxi                                                     | <input type="checkbox"/> Do not make those trips                                  |
| <input type="checkbox"/> Borrow a car                                                                                                                                                                              | <input type="checkbox"/> Walk                      | <input type="checkbox"/> PVRTA Dial A Ride/ADA Vans                               | <input type="checkbox"/> Other (please specify): _____                            |
| <input type="checkbox"/> Ride from Family/Friend                                                                                                                                                                   | <input type="checkbox"/> Uber/Lyft                 | <input type="checkbox"/> Complete my task online                                  | _____                                                                             |
| <b>12. How do you plan your PVRTA trips? (Check all that apply)</b>                                                                                                                                                |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> I use a paper schedule                                                                                                                                                                    | <input type="checkbox"/> I use the TRANSIT App     | <input type="checkbox"/> I wait at the bus stop                                   |                                                                                   |
| <input type="checkbox"/> I use GoogleMaps                                                                                                                                                                          | <input type="checkbox"/> I view a Departure Board  | <input type="checkbox"/> Other (please specify): _____                            |                                                                                   |
| <b>13. What are the top (3) three reasons you ride the bus? (Please rank your choices 1, 2, and 3)</b>                                                                                                             |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> Convenience                                                                                                                                                                               | <input type="checkbox"/> Less Cost                 | <input type="checkbox"/> Not able to drive                                        | <input type="checkbox"/> No car available <input type="checkbox"/> Less pollution |
| <input type="checkbox"/> Prefer the Bus                                                                                                                                                                            | <input type="checkbox"/> No Driver's License       | <input type="checkbox"/> Mobility assistance                                      | <input type="checkbox"/> Saves time                                               |
| <b>14. What improvements would make you more inclined to use transit service? (Check all that apply)</b>                                                                                                           |                                                    |                                                                                   |                                                                                   |
| <input type="checkbox"/> More frequent service                                                                                                                                                                     | <input type="checkbox"/> Easier-to-read schedules  | <input type="checkbox"/> Better connection to rail                                |                                                                                   |
| <input type="checkbox"/> Faster service                                                                                                                                                                            | <input type="checkbox"/> Lower fares               | <input type="checkbox"/> Connection to Bradley Airport                            |                                                                                   |
| <input type="checkbox"/> Reliable/predictable travel time                                                                                                                                                          | <input type="checkbox"/> Safer bus stops           | <input type="checkbox"/> Other (please specify): _____                            |                                                                                   |
| <input type="checkbox"/> Accurate departure and delay info                                                                                                                                                         | <input type="checkbox"/> Better onboard safety     | _____                                                                             |                                                                                   |
| <input type="checkbox"/> More destinations                                                                                                                                                                         | <input type="checkbox"/> Improved customer service | _____                                                                             |                                                                                   |
| <b>15. When would you like to see more service? (Check all that apply)    None of the following <input type="checkbox"/></b>                                                                                       |                                                    |                                                                                   |                                                                                   |
|                                                                                                                                                                                                                    | <b>Weekday</b>                                     | <b>Saturday</b>                                                                   | <b>Sunday</b>                                                                     |
| <b>5 AM—7 AM</b>                                                                                                                                                                                                   | <input type="checkbox"/>                           | <input type="checkbox"/>                                                          | <input type="checkbox"/>                                                          |
| <b>7 AM—7 PM</b>                                                                                                                                                                                                   | <input type="checkbox"/>                           | <input type="checkbox"/>                                                          | <input type="checkbox"/>                                                          |
|                                                                                                                                                                                                                    | <b>Weekday</b>                                     | <b>Saturday</b>                                                                   | <b>Sunday</b>                                                                     |
| <b>7 PM—12 AM</b>                                                                                                                                                                                                  | <input type="checkbox"/>                           | <input type="checkbox"/>                                                          | <input type="checkbox"/>                                                          |
| <b>12 AM—5 AM</b>                                                                                                                                                                                                  | <input type="checkbox"/>                           | <input type="checkbox"/>                                                          | <input type="checkbox"/>                                                          |

Survey# \_\_\_\_\_

**16. Which of the following, if any, affected your bus riding during the COVID pandemic? (Check all that apply)**

☐ COVID Safety Concerns      ☐ Left a Job/Retired      ☐ Remote Work  
☐ Other Riders' Behavior      ☐ Change in Health      ☐ Increase in Online Services  
☐ Laid off/Fired/Forced Retirement      ☐ Relocated/Moved      ☐ PVRTA Service Adjustments  
☐ Remote Classes      ☐ Other/Comments: \_\_\_\_\_

**17. How satisfied are you with PVRTA service?**

|                                            | Very Dissatisfied        | Dissatisfied             | Neutral                  | Satisfied                | Very Satisfied           |
|--------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>A. Cleanliness of the buses</b>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B. Service where I desire</b>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>C. Driver enforcement of policies</b>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>D. Total travel time</b>                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>E. Frequency of PVRTA buses</b>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>F. On-time performance of the buses</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**18. Where else do you wish you could get by transit?** \_\_\_\_\_

**19. Where do you live?** Building/Cross streets/Complex: \_\_\_\_\_ City/Town: \_\_\_\_\_

**20. Do you have any additional comment you would like to make?** \_\_\_\_\_

\_\_\_\_\_

**21. Do you own or have access to a smartphone?** ☐ Yes ☐ No

**22. Have you heard of these apps? (Check all that apply)** ☐ BusPlus ☐ TransitApp ☐ Neither

**23. Which of the following best describes your situation? (Please choose (1) one)**

☐ College Student      ☐ Homemaker      ☐ Looking for Work      ☐ Other: \_\_\_\_\_  
☐ Working Part-Time      ☐ Medically Unable to Work      ☐ Not Looking for Work  
☐ Working Full-Time      ☐ Student (Grade K-12)      ☐ Retired

**24. How often do you work or attend classes remotely?**

☐ Never/Not Applicable      ☐ 4 or More Days a Week  
☐ 1 Day a week      ☐ It varies  
☐ 2-3 Days a Week

**25a. If working, when do you usually start and end your work day?** ☐ My hours are variable

I work from: \_\_\_\_\_ To: \_\_\_\_\_

**25b. If your hours vary, do you ever work between these hours?**

☐ No, I do not work overnight hours      ☐ 2:00 AM—4:00 AM  
☐ 10:00 PM—2:00 AM      ☐ 4:00 AM—6:00 AM

**26. How old are you?**

☐ Under 17      ☐ 35-44      ☐ 60-64  
☐ 18-24      ☐ 45-54      ☐ 65 or older  
☐ 25-34      ☐ 55-59

**27. How do you identify?**

☐ Female      ☐ Prefer not to say  
☐ Male      ☐ Other: \_\_\_\_\_  
☐ Non-Binary/Third Gender

**28. Are you Hispanic or Latinx?** ☐ Yes ☐ No

**29. What is your race? (Check all that apply)**

☐ White  
☐ Black or African American  
☐ American Indian or Alaskan Native  
☐ Asian  
☐ Native Hawaiian or Other Pacific Islander  
☐ Another race: \_\_\_\_\_

**30. What languages do you speak at home? (Check all that apply)**

☐ English      ☐ Mandarin [官话]  
☐ Spanish [español]      ☐ Vietnamese [tiếng Việt]  
☐ Russian [русский алфавит]      ☐ Another language: \_\_\_\_\_  
☐ Portuguese [português]      \_\_\_\_\_  
☐ Polish [polski]

**31. How many people are in your family/household? (Please include your parent(s)/guardian(s) if supported in college)**

☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ More than 5: \_\_\_\_\_

**32. How many vehicles does your family/household own?**

☐ 0    ☐ 1    ☐ 2 or More

**33. How often do you have access to a vehicle?**

☐ All of the time  
☐ Some of the time  
☐ Never

**34. What is the total income of all members within your household (including you)? (Please choose (1) one)**

☐ Under \$11,499      ☐ \$20,500 - \$25,999      ☐ \$36,500 - \$49,999  
☐ \$11,500 - \$14,999      ☐ \$26,000 - \$30,999      ☐ \$50,000 - \$69,999  
☐ \$15,000 - \$20,499      ☐ \$31,000 - \$36,499      ☐ More than \$69,999

## Appendix 2: Paper Survey Form in Spanish

|                                                            |                                                            |                                                            |                                                             |                                                              |                                                              |                                                              |                                                               |                                                              |                                                              |                                                                  |                               |
|------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------|-------------------------------|
| <input type="checkbox"/> G1<br><input type="checkbox"/> G2 | <input type="checkbox"/> G3<br><input type="checkbox"/> B4 | <input type="checkbox"/> G5<br><input type="checkbox"/> B6 | <input type="checkbox"/> B7<br><input type="checkbox"/> R10 | <input type="checkbox"/> P11<br><input type="checkbox"/> B12 | <input type="checkbox"/> R14<br><input type="checkbox"/> B17 | <input type="checkbox"/> P20<br><input type="checkbox"/> P21 | <input type="checkbox"/> P21E<br><input type="checkbox"/> B23 | <input type="checkbox"/> R24<br><input type="checkbox"/> R29 | <input type="checkbox"/> X90<br><input type="checkbox"/> X92 | <input type="checkbox"/> Palmer<br><input type="checkbox"/> Ware | <input type="checkbox"/> Wilb |
|------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------|-------------------------------|

**2024 PVRTA Encuesta a Clientes**

**1. ¿Dónde comenzó su viaje hoy? (Por favor respuesta a los dos)**  
 A. Edificio/Calles transversales/Complejo : \_\_\_\_\_ B. Pueblo/Ciudad: \_\_\_\_\_

**2. ¿Cuál es el propósito de su viaje hoy? (Marque todas las opciones que apliquen)**  
☐ Trabajo                      ☐ Médico                      ☐ Escuela (Grados K-12)                      ☐ Otro: \_\_\_\_\_  
☐ Compras                      ☐ Social/Recreación                      ☐ Universidad

**3. ¿Con qué frecuencia viajas en el autobús?**  
☐ 5 o más días por semana                      ☐ Una o dos veces por semana                      ☐ Menos de una vez al mes  
☐ 3 o 4 días por semana                      ☐ Una o dos veces por mes                      ☐ Primera vez montando

**4. Para este viaje, ¿cuál tipo de tarifa usó usted?**  
☐ No Pago/Gratis                      ☐ Niño Una viaje de ida - **\$0.90**  
☐ Adulto 13+ viaje de ida - **\$1.50**                      ☐ Adulto o Niño transferencia - **\$0.25**  
☐ Adulto pase de 1 Día - **\$3.50**                      ☐ Anciano o Discapacitado viaje de ida - **\$0.75**  
☐ Adulto pase de 7 Días - **\$15**                      ☐ Anciano o Discapacitado transferencia - **\$0.10**  
☐ Adulto pase de 31 Días - **\$54**                      ☐ Anciano o Discapacitado pase de 31 Días - **\$26**

**5. ¿Dónde compraste tu boleto?**    ☐ BusPlus App    ☐ El Servicio al Cliente/Big Y    ☐ Efectivo en el autobús    ☐ No pago/Gratis

**6. ¿Cómo llegó a la parada del autobús donde comenzó su viaje? (Marque todas las opciones que apliquen)**  
☐ Caminé                      ☐ Uber/Lyft                      ☐ El Tren  
☐ En Bicicleta                      ☐ Estacioné/Me dejaron cerca                      ☐ Otro: \_\_\_\_\_

**7. ¿Cuánto tiempo le llevó a llegar a la parada del autobús? (Seleccione (1) uno, por favor)**  
☐ 1-5 Minutos                      ☐ 6-10 Minutos                      ☐ 11-15 Minutos                      ☐ Más de 15 Minutos

**8a. ¿Se conectó desde otra ruta para llegar a este autobús?**                      Sí ☐ No ☐    **En caso afirmativo, cuál ruta?** \_\_\_\_\_  
**8b. ¿Se conectará a otra ruta antes de llegar a su destino final?**                      Sí ☐ No ☐    **En caso afirmativo, cuál ruta?** \_\_\_\_\_

**9. ¿Dónde se terminará su viaje hoy? (Por favor respuesta a los dos)**  
 A. Edificio/Calles transversales/Complejo : \_\_\_\_\_ B. Pueblo/Ciudad: \_\_\_\_\_

**10. ¿Cuánto tiempo le llevará a llegar a su destino de la parada del autobús? (Seleccione (1) uno, por favor)**  
☐ 1-5 Minutos                      ☐ 6-10 Minutos                      ☐ 11-15 Minutos                      ☐ Más de 15 Minutos

**11. ¿Cómo usted llega actualmente a los lugares que no son servidos por las rutas fijas PVRTA? (Marque todas las que apliquen)**  
☐ Conduzco mi propio auto                      ☐ Bicicleta                      ☐ Taxi                      ☐ No hago esos viajes  
☐ Me prestan un auto                      ☐ Caminar                      ☐ PVRTA Dial A Ride/ADA Vans                      ☐ Otro (especifica, por favor): \_\_\_\_\_  
☐ Viaje de pariente/amigo                      ☐ Uber/Lyft                      ☐ Completo las tareas en línea \_\_\_\_\_

**12. ¿Cómo planificas tus viajes en PVRTA? (Marque todas las opciones que apliquen)**  
☐ Utilizo un horario en papel                      ☐ Utilizo TRANSIT App                      ☐ Espero en la parada  
☐ Utilizo GoogleMaps                      ☐ Miro un tablero de salida                      ☐ Otro (especifica, por favor): \_\_\_\_\_

**13. ¿Cuáles son las tres razones principales por las que viajas en autobús? (Por favor, clasifique sus elecciones 1, 2, y 3)**  
☐ Conveniencia                      ☐ Cuesta menos                      ☐ No puedo conducir                      ☐ No tengo carro                      ☐ Menos contaminación  
☐ Prefiero el autobús                      ☐ No tengo licencia                      ☐ Asistencia movilidad                      ☐ Ahorra tiempo

**14. ¿Qué mejoras le harían más inclinado a usar el transporte público? (Marque todas las opciones que apliquen)**  
☐ El servicio más frecuente                      ☐ Más destinos                      ☐ Servicio al cliente mejorado  
☐ El servicio más rápido                      ☐ Horarios más fáciles de leer                      ☐ Mejor conexión con el ferrocarril  
☐ Tiempo de viaje fiable/predecible                      ☐ Tarifas más bajas                      ☐ Conexión con el aeropuerto Bradley  
☐ Información precisa sobre salidas y retrasos                      ☐ Paradas de autobús más seguras                      ☐ Otro (especifica, por favor): \_\_\_\_\_  
☐ Mayor seguridad a bordo

**15. ¿Cuándo te gustaría ver más servicio? (Marque todas las opciones que apliquen)**                      Ninguno de los siguientes ( )

|                  | Día de Semana            | Sabado                   | Domingo                  |                   | Día de Semana            | Sabado                   | Domingo                  |
|------------------|--------------------------|--------------------------|--------------------------|-------------------|--------------------------|--------------------------|--------------------------|
| <b>5 AM—7 AM</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <b>7 PM—12 AM</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>7 AM—7 PM</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <b>12 AM—5 AM</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Survey# \_\_\_\_\_

**16. ¿Cuál de los siguientes factores, si es que hubo alguno, afectó su viaje en autobús durante la pandemia de COVID? (Marque todas las opciones que apliquen)**

|                                                               |                                                    |                                                            |
|---------------------------------------------------------------|----------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Preocupaciones de seguridad de COVID | <input type="checkbox"/> Dejé mi trabajo/Me retiré | <input type="checkbox"/> Trabajo remoto/en línea           |
| <input type="checkbox"/> Comportamientos de otros pasajeros   | <input type="checkbox"/> Cambio en la salud        | <input type="checkbox"/> Aumento de los servicios en línea |
| <input type="checkbox"/> Despidió/Jubilación forzada          | <input type="checkbox"/> Me mudé / Traslado        | <input type="checkbox"/> Ajustes del Servicio PVTa         |
| <input type="checkbox"/> No clases fuera del campus           | <input type="checkbox"/> Otro/Comentarios: _____   |                                                            |

**17. ¿Qué tan satisfecho está con el servicio PVTa?**

|                                                        | Muy Insatisfecho         | Insatisfecho             | Neutral                  | Satisfecho               | Muy Satisfecho           |
|--------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| A. Limpieza de los autobuses                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Servicio donde deseo                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Aplicación de las políticas por parte del conductor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Duración total del viaje                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| E. Frecuencia de los autobuses PVTa                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| F. El rendimiento puntual de los autobuses             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**18. ¿A dónde más le desearía poder llegar en tránsito?** \_\_\_\_\_

**19. ¿Dónde vive usted?** Edificio/Calles transversales/Complejo: \_\_\_\_\_ Pueblo/Ciudad: \_\_\_\_\_

**20. ¿Tiene algún comentario adicional?** \_\_\_\_\_

**21. ¿Es usted dueño de un teléfono inteligente o tiene acceso a uno?** ☐ Sí ☐ No

**22. ¿Has oído hablar de estas aplicaciones? (Marque todas las que apliquen)** ☐ BusPlus ☐ TransitApp ☐ Ninguna opción

**23. ¿Cuál de las siguientes opciones describe mejor su situación? (Seleccione (1) uno, por favor)**

|                                                    |                                                          |                                                   |                                      |
|----------------------------------------------------|----------------------------------------------------------|---------------------------------------------------|--------------------------------------|
| <input type="checkbox"/> Estudiante universitario  | <input type="checkbox"/> Encargado del hogar             | <input type="checkbox"/> Estudiante (Grados K-12) | <input type="checkbox"/> Jubilando   |
| <input type="checkbox"/> Empleado media jornada    | <input type="checkbox"/> Médicamente incapaz de trabajar | <input type="checkbox"/> Buscando trabajo         | <input type="checkbox"/> Otro: _____ |
| <input type="checkbox"/> Empleado jornada completa | <input type="checkbox"/> No buscando trabajo             |                                                   |                                      |

**24. ¿Con qué frecuencia trabajas o asistes a clases de forma remota?**

|                                                |                                                  |
|------------------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> Nunca/no es aplicable | <input type="checkbox"/> 4 o más días por semana |
| <input type="checkbox"/> Un día por semana     | <input type="checkbox"/> Mi horario varía        |
| <input type="checkbox"/> 2 o 3 días por semana |                                                  |

**25a. Si estás trabajando, ¿cuándo sueles empezar y terminar tu jornada laboral?** ☐ Mis horas de trabajo son variables

Trabajo de: \_\_\_\_\_ Trabajo a: \_\_\_\_\_

**25b. Si tus horas varían, ¿alguna vez trabajas entre estas horas?**

|                                                          |                                          |
|----------------------------------------------------------|------------------------------------------|
| <input type="checkbox"/> No, no trabajo durante la noche | <input type="checkbox"/> 2:00 AM—4:00 AM |
| <input type="checkbox"/> 10:00 PM—2:00 AM                | <input type="checkbox"/> 4:00 AM—6:00 AM |

**26. ¿Cuántos años tiene usted?**

|                                     |                                |                                     |
|-------------------------------------|--------------------------------|-------------------------------------|
| <input type="checkbox"/> Bajo de 17 | <input type="checkbox"/> 35-44 | <input type="checkbox"/> 60-64      |
| <input type="checkbox"/> 18-24      | <input type="checkbox"/> 45-54 | <input type="checkbox"/> 65 o mayor |
| <input type="checkbox"/> 25-34      | <input type="checkbox"/> 55-59 |                                     |

**27. ¿Cómo se identifica?**

|                                                   |                                              |
|---------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Femenino                 | <input type="checkbox"/> Prefiero no decirlo |
| <input type="checkbox"/> Masculino                | <input type="checkbox"/> Otro: _____         |
| <input type="checkbox"/> No-Binario/Tercer género |                                              |

**28. ¿Es usted hispano o latín?** ☐ Sí ☐ No

**29. ¿Cuál es su raza? (Marque todas las que apliquen)**

|                                                                       |
|-----------------------------------------------------------------------|
| <input type="checkbox"/> Blanca                                       |
| <input type="checkbox"/> Negra or afroamericana                       |
| <input type="checkbox"/> Indígena de América or nativa de Alaska      |
| <input type="checkbox"/> Asiática                                     |
| <input type="checkbox"/> Hawaiana nativa or de otra isla del Pacífico |
| <input type="checkbox"/> Alguna otra raza: _____                      |

**30. ¿Cuál idioma(s) habla en su hogar?**

|                                                 |                                                  |
|-------------------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> Inglés                 | <input type="checkbox"/> Polaco [polski]         |
| <input type="checkbox"/> Español [español]      | <input type="checkbox"/> Mandarín [官话]           |
| <input type="checkbox"/> Ruso [русский алфавит] | <input type="checkbox"/> Vietnamita [tiếng Việt] |
| <input type="checkbox"/> Portugués [português]  | <input type="checkbox"/> Otro idioma: _____      |

**31. ¿Cuántas personas hay en su hogar familiar? (Incluya a sus padres/guardianes si recibe apoyo financiero en la universidad.)**

|                            |                            |                            |                            |                            |                                          |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> Más de 5: _____ |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------------------|

**32. ¿Cuántos vehículos posee su familia/hogar?**

|                            |                            |                                  |
|----------------------------|----------------------------|----------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 o más |
|----------------------------|----------------------------|----------------------------------|

**33. ¿Cuál es el ingreso total de todos los miembros dentro de su hogar familiar (incluyendo a usted)? (Seleccione (1) uno)**

|                                              |                                              |                                              |
|----------------------------------------------|----------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Menos de \$11,499   | <input type="checkbox"/> \$20,500 - \$25,999 | <input type="checkbox"/> \$36,500 - \$49,999 |
| <input type="checkbox"/> \$11,500 - \$14,999 | <input type="checkbox"/> \$26,000 - \$30,999 | <input type="checkbox"/> \$50,000 - \$69,999 |
| <input type="checkbox"/> \$15,000 - \$20,499 | <input type="checkbox"/> \$31,000 - \$36,499 | <input type="checkbox"/> Más de \$69,999     |

**33. ¿Con qué frecuencia tienes un vehículo disponible?**

|                                           |
|-------------------------------------------|
| <input type="checkbox"/> Todo el tiempo   |
| <input type="checkbox"/> Alguna de tiempo |
| <input type="checkbox"/> Nunca            |

## Appendix 3. Verbatim Comments

|                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Do you have any additional comments for PVTA?</b>                                                                                                                                             |
| 5am X92 please!                                                                                                                                                                                  |
| a little more humor                                                                                                                                                                              |
| accessible electronic schedules- read to the blind                                                                                                                                               |
| Add an early G5 bus from Jewish elderly center around 5.30am or 6am and have evening buses for B17 and G5 at least 8pm                                                                           |
| Add more bus route , take the fabrics off the seat their dirty .                                                                                                                                 |
| add more holyoke routes                                                                                                                                                                          |
| ADD ROUTES                                                                                                                                                                                       |
| Add screens with bus times at bus stops for people without phone                                                                                                                                 |
| adult 31 day pass was free                                                                                                                                                                       |
| Allow pets                                                                                                                                                                                       |
| also checked no purchase/ free                                                                                                                                                                   |
| Always appreciate the service, has saved my ass on plenty of occasions, hope to make more trips soon                                                                                             |
| An express bus for the colleges in springfield                                                                                                                                                   |
| an express student bus                                                                                                                                                                           |
| Attending UMASS in fall I-90 Shuttles would be great                                                                                                                                             |
| B12 Back to St. James                                                                                                                                                                            |
| B17 route should return                                                                                                                                                                          |
| Be more willing to kick off people who disturb the public.                                                                                                                                       |
| better and more comfortable seating for the riders                                                                                                                                               |
| better brakes and ramps for the buses                                                                                                                                                            |
| Better bus drivers cause sometimes they can see you running to the stop and won't stop                                                                                                           |
| Better directions on transit app                                                                                                                                                                 |
| Better handicap service                                                                                                                                                                          |
| Better seating                                                                                                                                                                                   |
| Better-timed connections from the R29 to the Hartford Line train departures would be great. Maybe express runs from Amherst? It's a 30 minute drive but takes an hour and 30 minutes on the bus. |
| bigger bus'                                                                                                                                                                                      |
| Black lives matter                                                                                                                                                                               |
| Bring back bus stop shelters please!!!!                                                                                                                                                          |
| bus breakdowns need to happen less often, some buses are too loud, brakes squeal, windows shutter                                                                                                |
| Bus can run later P21 x 90                                                                                                                                                                       |
| Bus driver super helpful for first timer rider on Monday 707 trip otherwise I would have missed my ride thank you                                                                                |
| Bus drivers allow music, phone, cursing, vaping                                                                                                                                                  |
| bus drivers make you wait outside in the cold during breaks, and they refuse to help people who are disabled                                                                                     |
| Bus drivers nasty and rude                                                                                                                                                                       |
| Bus drivers need to actually try to be nicer when asked questions                                                                                                                                |
| Bus number covered by Caspr; Aggressive drivers; Problem with departing early                                                                                                                    |

|                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bus stops with seating and rain protection.                                                                                                                                                                                                                                                                                                                                                                                   |
| Bus was extremely late                                                                                                                                                                                                                                                                                                                                                                                                        |
| Buses are dirty, driver leaves either early than the time or late.                                                                                                                                                                                                                                                                                                                                                            |
| Buses should be more cleaner like express bus.                                                                                                                                                                                                                                                                                                                                                                                |
| Busses need to run at all times though more drivers would need to be hired it would pay off I often find myself need the bus at like 3-4 o'clock in the morning                                                                                                                                                                                                                                                               |
| C'est le moyen parfait pour se rendre dans des grands endroits avec le bas prix. Mais parfois il n'y a pas Respect de l'heure par les chauffeurs, ils quittent parfois avant l'heure prÃ©vue dans l'horaire du dÃ©part                                                                                                                                                                                                        |
| Change the x92 schedule the R14 bus is always our way because they get there first but leave after the X92 we shouldn't have to board in the parking lot and or bus shouldn't have to double park or take the G3 spot so we can get on and off safely either go back to every hour on the hour or put 1 more bus on the road and make it every 30 min at the 00 and 30 after the hour make it easier for everyone to remember |
| Clean the bus and more bus because its a lot of people take bus                                                                                                                                                                                                                                                                                                                                                               |
| Clean the inside and the seats                                                                                                                                                                                                                                                                                                                                                                                                |
| Clean the seats pleaseee or make them plastic so it's easier to clean                                                                                                                                                                                                                                                                                                                                                         |
| clear schedule                                                                                                                                                                                                                                                                                                                                                                                                                |
| College Student/Working Part-Time,Looking for work                                                                                                                                                                                                                                                                                                                                                                            |
| Didn't leave station 30 mins after supposed to leave no driver.                                                                                                                                                                                                                                                                                                                                                               |
| Direct line to Springfield                                                                                                                                                                                                                                                                                                                                                                                                    |
| Don;t know about service, people stuck in ware on weekends                                                                                                                                                                                                                                                                                                                                                                    |
| don't leave a stop early at jewish home bus says 4;15 and they will leave at 4:13, G5 - leae the jewish home at correct time - not leaving early                                                                                                                                                                                                                                                                              |
| Drivers Dont Enforce The music on the bus.                                                                                                                                                                                                                                                                                                                                                                                    |
| Drivers need additional/effective customer service training. Customer service office should open from 7:00 am to 6:00 pm.                                                                                                                                                                                                                                                                                                     |
| drivers need to drive safer                                                                                                                                                                                                                                                                                                                                                                                                   |
| Drivers on time!                                                                                                                                                                                                                                                                                                                                                                                                              |
| Earlier in the morning so I can get to work by bus (G73E) - 6:00am/6:15am                                                                                                                                                                                                                                                                                                                                                     |
| Earlier start time for Agawam Buses during the week. And rehab/replace damaged bus stop signs in all areas. Some are completely missing!                                                                                                                                                                                                                                                                                      |
| Easier boarding for disabled riders                                                                                                                                                                                                                                                                                                                                                                                           |
| Easier handicap access                                                                                                                                                                                                                                                                                                                                                                                                        |
| easier to read bus schedule and a bus route to work but thats just my opinion                                                                                                                                                                                                                                                                                                                                                 |
| easier to read routes and times                                                                                                                                                                                                                                                                                                                                                                                               |
| Every 2-3 hours between pick-ups is very inconvenient, have to go into work and walk home                                                                                                                                                                                                                                                                                                                                     |
| Faster service                                                                                                                                                                                                                                                                                                                                                                                                                |
| fire the layz bus drivers                                                                                                                                                                                                                                                                                                                                                                                                     |
| Fix stop request cords and buttons please                                                                                                                                                                                                                                                                                                                                                                                     |
| Free Fare                                                                                                                                                                                                                                                                                                                                                                                                                     |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Free fare periods are greatly appreciated and celebrated by most people. The only issue is that these changes don't seem to be communicated to the public very well. I've seen multiple people during your holiday period who had their fare ready and were very surprised to hear that it was free, and even on weekends people still are caught off guard. Many of these people were also primarily Spanish speaking and couldn't read some of the signs saying that the fare was free. I think advertising these periods when fare is free would be great for more engagement for the PVRTA. Overall, you have been an essential service for me and many others in the area, and you have made many improvements in recent times, so keep up the great work! |
| Free pass' for disabled seniors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| friendlier bus drivers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| G2 runs every 30 minutes. Wish that it would run more often.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| get better drivers for the R10 and R14 lines                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Good job                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Got Adult 31 day pass for free from case worker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Great drivers who always lower the steps when they see me with my cane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Great service. On time almost always                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Handbook Schedules back Proper planning                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Handicap only bus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Hasta ahora todo bien.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| have better driver training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| have bus time estimations at bus stops                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| have busses running Both Adult one way fare and Adult one-way pass, BusPlus App, customer service/ Big Y, and Cash Onboard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Have more routes run on weekends/sundays                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Have the bus stop if you're trying to catch it and not at the stop                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| have the Bus stops have rain protection                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Having the bus til at least midnight and a bus to six flags is major issue and bradley airport                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| hope to extend B-17 into Wilbraham again to include Main St                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| I alway take the bus. Bus is very good and clean.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| I always enjoy riding the bus, and I appreciate these kinds of serveys because I could help make a difference for others and maybe ease my life a bit ahaha.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| I am grateful for the bus system                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| I am very happy we have free bus starting June 1 until august thank you so much                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| I appreciate the bus services especially when I'm not driving it's really convenient especially because all my stops are so easy and right on route .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| I feel that the drivers need to be more customer oriented and more friendly. They can at least respond when you speak to them. Some of them are very rude.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| I get no service on Sunday                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| I had a man repeatedly try to get my attention and then he asked me if I was cold. This was very uncomfortable I am 17 years old and was minding my business.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| I just hope to see later hours for certain routes. The last time the G3 leaves the Springfield Plaza during the week is 730 and some nights I don't make it and I'll Uber home. Same with weekends. I know they have a more limited schedule but taking the bus saves me a lot of money when 1 ride home using Uber could add up to 2 week passes for the bus.                                                                                                                                                                                                                                                                                                                                                                                                  |

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I like to take PVTA it is very convenient                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| I like your survey. It's comprehensive.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| I live without a car by choice. I believe that as someone who lives and works in the city, a car should be unnecessary. The PVTA makes that possible for me. However, it has shortcomings I never experienced living in similar circumstances in Spain and South Korea. I believe that raising the standard of public transportation will improve perception, ultimately pointing us in the direction of a society less reliant on cars choked by cars. I appreciate your awareness and endeavors towards this end.                                                       |
| I love the bus availability and only wish it to expand if it ran earlier or later I could move and keep my job. But I can't reliably make it to work before first and or home after second shift                                                                                                                                                                                                                                                                                                                                                                          |
| I love the pvta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| I need a bus (R14) from 86 Suffield Street, Agawam, MA 01001 to the Union Station, Springfield at 6:30 am every day on weekdays.                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| I need a bus at around 6:00-6:30 from the Suffield Corner to go to the Union Station. One more bus in the early morning would be a big help. R14: 6:30 AM, at Suffield Corner, Agawam to Union Station                                                                                                                                                                                                                                                                                                                                                                    |
| I ride the bus as often as I can and only drive when I have to. I'm very happy and impressed with the recent service improvements.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| I should get a free month pass for filling this out :) A have a bless day!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| I take the bus 12 years very happy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| I think the busses should be free                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| I think u guys should put at least Saturday bus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| I think y'all should give specific surveys on each bus driver instead of one survey about all busses because not all bus drivers or rides are the same.                                                                                                                                                                                                                                                                                                                                                                                                                   |
| I try and thank the drivers for their service whenever I can                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| I used to live in Amherst years ago and I really was disappointed in the way Pvta service is more frequent, clean and without a bus stops people still got picked up in designated areas. In Springfield, it's hard to pinpoint accurately pick up times, I've been left at a bus stop or even ran full speed to still miss the stop because the driver did not wait 5-10 seconds. Also, to cut Sunday service so short as well as night time service when Amherst will run busses til 3am is an extreme disservice to the city of Springfield as the third largest city. |
| I usually take the R10 at around 1239pm but it seems to be having a hard time getting to my stop at a regular time that will allow me to catch my second bus at 105pm. I used to take the x92 but since its time changed it has messed up my schedule a bit. If it could go back to hourly it be better for me. Also maybe add more frequent ride for the r10 if possible to help with time.                                                                                                                                                                              |
| I want a bus service at 7:15 AM from sunderland sugarloaf estates to physical sciences building .                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| I wish I didn't have to pay for bus it's a lot for me to afford w no job no income for my kids n my fare or monthly pass and I can't afford it I was robbed at home car caught fire n walking two years lost my job due to no way to get there cause of drivers                                                                                                                                                                                                                                                                                                           |
| I wish some bus driver carried itself professional and have more respect some are good and some are bad                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| I wish the B17 ran on Sunday                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| I wish the r10 came every 30 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| I wish their was a pvta bus schedule for night classes from Holyoke community College to West Springfield, MA route.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| I woould like more info about the pvta call in service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I would like to feel safer on the bus. Especially as a women                                                                                                                                                                                                                                                                                                                                        |
| I would love if the r24 ran more frequently and/or later Also weekend times for the p20 going back to Holyoke terminal would run later                                                                                                                                                                                                                                                              |
| i would love to see improved handicap access                                                                                                                                                                                                                                                                                                                                                        |
| I would love to see more stops closer in Southampton, one spot that would not only help me but will benefit other members in the Southampton community is the big y in Southampton! I've heard many people ranging from friends and co workers about a closer bus stop in Southampton                                                                                                               |
| i would prefer better accuracy with department times                                                                                                                                                                                                                                                                                                                                                |
| if there is anyway to add another route for chicopee stops                                                                                                                                                                                                                                                                                                                                          |
| If you could install more trashcans and shelters at bus stops it would help immensely in keeping morale                                                                                                                                                                                                                                                                                             |
| I'm happy with service                                                                                                                                                                                                                                                                                                                                                                              |
| I'm Pleased                                                                                                                                                                                                                                                                                                                                                                                         |
| I'm satisfied with the bus friendly drivers                                                                                                                                                                                                                                                                                                                                                         |
| Impolite bus drivers on their cell phones too much                                                                                                                                                                                                                                                                                                                                                  |
| increased service for college bus'                                                                                                                                                                                                                                                                                                                                                                  |
| It doesn't feel safe when the bus is full and people need to stand so maybe better handles and better seating                                                                                                                                                                                                                                                                                       |
| It is going good in the present momece Purchased ticket on BusPlus App, waved fare for this type of behaviour                                                                                                                                                                                                                                                                                       |
| It is nice to take the busses the drivers are really great respectful and pleasant will connect to the X92 OR the G5, Wants more service 7pm-12am specifically on fridays                                                                                                                                                                                                                           |
| It seems like he's been taken off the route already since i havent seen him in a bit but there's a driver that consistently messes with the g73e route. Upon getting into springfield he'll take exit 8 drive past the basketball hall of fame and all over side streets making it next to impossible for me to make my transfer when he drives. So hopefully he's already off that route for good. |
| It'll be nice to have rides to Connecticut,                                                                                                                                                                                                                                                                                                                                                         |
| Just additional bus stop in park street west springfield to metro center.                                                                                                                                                                                                                                                                                                                           |
| Just if B7 wait for passengers of G1, G2 in downtown Massmutual Center                                                                                                                                                                                                                                                                                                                              |
| keep scroll online for time/convenience/etc                                                                                                                                                                                                                                                                                                                                                         |
| keep union station clean                                                                                                                                                                                                                                                                                                                                                                            |
| Keep up the good work                                                                                                                                                                                                                                                                                                                                                                               |
| keep up the good work :)                                                                                                                                                                                                                                                                                                                                                                            |
| Later routes and more buses                                                                                                                                                                                                                                                                                                                                                                         |
| less gun violence                                                                                                                                                                                                                                                                                                                                                                                   |
| Less rude drivers                                                                                                                                                                                                                                                                                                                                                                                   |
| Like has time to slow down for people on bus stop                                                                                                                                                                                                                                                                                                                                                   |
| Like I said before, be more predictable - I can tolerate a bus that's late, but I had to change my entire transit plan because your bus was 10 mins early and I missed it.                                                                                                                                                                                                                          |
| Like the new schedule with more service within Palmer                                                                                                                                                                                                                                                                                                                                               |
| Love that the G73E comes more frequently now! Wish G5 ran more often and that some of the routes in Hampshire County didn't lose service once the college year ends. We really need a route down to Bradley Airport. My wildest dream would be a cross-state route connecting to Worcester/MBTA commuter rail. Thanks for all your hard work!!                                                      |

|                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| lower day pass?                                                                                                                                              |
| M-5 We need the R44 to run longer                                                                                                                            |
| Make it easier to know which direction the bus' are going                                                                                                    |
| make the bus free for seniors                                                                                                                                |
| Make the bus go later ad or more frequently and put a stop near the "Tangles" hair salon at the top of union st                                              |
| make the buses more quiet and nicer bus drivers                                                                                                              |
| Make the R10 have later departure times on both weekdays and weekends                                                                                        |
| Making sure that all the bus drivers have a clear understanding of policy and rules                                                                          |
| match work schedules; Need Saturday and Sunday Early Start; Late night buses like UMass; Enfield Bus Connection advertisements; Promotion to Hartford        |
| Me gusta mucho cojer la guagua para llegar a los lugares que quiero                                                                                          |
| Me gustarÃa que no quitasen la forma de pago con pase fÃsico ni cash Ãsea porque yo utilizo las dos formas de ese pase al no tener el telÃfono ðŸ™ ðŸ ½â™¥ĩ, |
| Missed connections from busses being off schedule                                                                                                            |
| Monitor strange behavior in people ex. drugs New routes better timing Drivers don't show care/missing stops                                                  |
| more accessible                                                                                                                                              |
| More bus runs to Feeding Hills, I have to be home by 6:45pm, Its [EXPLITIVE] ridiculous.                                                                     |
| more bus' some buss fill very fast and it makes it hard when carrying groceries                                                                              |
| more connecting routes chicopee and amherst or umass                                                                                                         |
| More destinations. Like a bus stop in front of garden auto parts                                                                                             |
| More frequent G5 trips on sundays and later at night, drivers missing stops due to not paying attention                                                      |
| more frequent service on #G5                                                                                                                                 |
| more frequent stops on the B14                                                                                                                               |
| more handicap seating                                                                                                                                        |
| More police/Safety                                                                                                                                           |
| More positive bus drivers, some can be quite rude                                                                                                            |
| more routine cleaning                                                                                                                                        |
| more shelters at bus stops                                                                                                                                   |
| more space                                                                                                                                                   |
| more space for luggage on handicapp vehicles                                                                                                                 |
| most buses need new brakes                                                                                                                                   |
| Most passengers get angry when there are delays that they didn't know about, and they would like more services on holidays, and free fares more often        |
| Need AC turned on bus                                                                                                                                        |
| Need bus runs to Industrial Park in Agawam on Saturday and Sunday                                                                                            |
| need more buses to ludlow jail                                                                                                                               |
| nicer bus drivers, include ETA signs at bus stops??                                                                                                          |
| No es un excelente servicio.                                                                                                                                 |
| No issues at all                                                                                                                                             |
| No Love Most of my drivers                                                                                                                                   |

|                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No not really but I want to say that PVTA pass is a great way for people too travel to the destinations destinations                                                                                                                                                                                         |
| Not at this moment Thank you...                                                                                                                                                                                                                                                                              |
| Not at this time                                                                                                                                                                                                                                                                                             |
| Not at this time...                                                                                                                                                                                                                                                                                          |
| Not today                                                                                                                                                                                                                                                                                                    |
| Nu but hi whoever reads this                                                                                                                                                                                                                                                                                 |
| Only reason I got that dissatisfied is cuz the bus yesterday didn't show up so I had to wait pretty long                                                                                                                                                                                                     |
| P21 Bad Drivers, don't care. B23 - if short of fare, will still let me on with a transfer                                                                                                                                                                                                                    |
| Pasar mÃ¡s ruta no durar tanto                                                                                                                                                                                                                                                                               |
| passengers need at least one bus running to the end of agawam (R14) till 9/10pm                                                                                                                                                                                                                              |
| Passengers should be able to take the surveys home and return them back to the driver. Filling out the paper form on the bus is too burdensome.                                                                                                                                                              |
| People disregard seating for seniors and disabled. Also a disregard about music. Some people talk to the drivers which can be distracting to the driver.                                                                                                                                                     |
| Peter is the best driver!                                                                                                                                                                                                                                                                                    |
| Peter, the driver for B23, is so respectful. He is always on time with a smile on his face. I feel safer and am more likely to take the bus when he's driving. He deserves a raise!                                                                                                                          |
| Please add later bus schedule for g1 and b6 to 1030pm or 11pm the latest to accommodate my second job                                                                                                                                                                                                        |
| Please add more routes that don't require going to the terminal for example from canon circle up Parker st its a straight ride yet the pvta route goes downtown to come back up                                                                                                                              |
| Please add six flags to a route a lot of people would benefit from having a bus go from Holyoke to Springfield to six flags pleaseeeeeee                                                                                                                                                                     |
| Please bring back bus transportation to Wilbraham Rd through Parker St to Monson Academy                                                                                                                                                                                                                     |
| Please continue encouraging masks on the riders                                                                                                                                                                                                                                                              |
| Please have 24/7 buses                                                                                                                                                                                                                                                                                       |
| Please if possible adjust the time when the X90 gets to walnut and state or B7 wilbraham so that X90 riders and catch B7 bus                                                                                                                                                                                 |
| Please make a path to Springfield from Northampton & or Agawam                                                                                                                                                                                                                                               |
| Please more sunday service NOHO not enough trips on weekends for work                                                                                                                                                                                                                                        |
| PLEASE SERVE COTTAGE ST                                                                                                                                                                                                                                                                                      |
| Please service Westfield State University later into the night throughout the week, several student events are held later at night that commuters without vehicles are not able to participate in. Also, please maintain sheltered bus stops more frequently and install new benches across sheltered stops. |
| Put a bus that goes to six flags                                                                                                                                                                                                                                                                             |
| Put sign back at Main/ Drew, drunk driver hit it and certain drivers won't stop                                                                                                                                                                                                                              |
| PVTA does a really great job and comes on time but needed to make it for B7 Sunday Schedule.                                                                                                                                                                                                                 |
| PVTA drivers to enforce the rules with earphones                                                                                                                                                                                                                                                             |
| PVTA needs clear and consistent enforcement of whether electric bikes are allowed on bus bike racks and electric scooters and skateboards are allowed inside the bus. At present, there is no clear rule allowing or disallowing them, and enforcement varies between SATCo, VATCo, and UMTS.                |
| PVTA needs to post a policy board of some sort at Union Station for passengers. maybe a spanish one and an english one? not everyone has a phone.                                                                                                                                                            |

|                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PVTA should care more about safety cause anyone can carry a weapon on the bus & i don't need my kids somewhere where I know it's unsafe                                                                                                                      |
| quieter buses                                                                                                                                                                                                                                                |
| R14 more frequent rude drivers/ expanded customer service MORE paper schedule enforce rules driver's rights                                                                                                                                                  |
| R14 more frequent, Rude drivers/expanded customer service, more paper schedule, enforce rules, drivers rights                                                                                                                                                |
| R29 around South Hadley, Hadley; go on many trips for important reason hard based on bad hours of R29; need more service for R29                                                                                                                             |
| respect seniors from the drivers                                                                                                                                                                                                                             |
| Ride for enjoyment                                                                                                                                                                                                                                           |
| route confusion, app is bad, prefer PDF schedule                                                                                                                                                                                                             |
| route confusion, app is bad, prefer PDF schedule                                                                                                                                                                                                             |
| run busses later                                                                                                                                                                                                                                             |
| Safer stops with benches                                                                                                                                                                                                                                     |
| Satisfecha con el servicio                                                                                                                                                                                                                                   |
| Seatbelts                                                                                                                                                                                                                                                    |
| Senior Vans, smaller bus would be nice, go around smaller streets - senior center, hospital, shopping, plazas, have to flag down bus; like to sit up front                                                                                                   |
| Si vous pouvez diminuer le prix et augmenter le bus 14 et faire faire des bus direct merci . Je cherche du travail si vous avez besoin d'un employeur merci                                                                                                  |
| Smoking policy is not enforced at bus stations or communal areas. It affects my health                                                                                                                                                                       |
| Some bus drivers are very rude.. That is my biggest issue.                                                                                                                                                                                                   |
| some bus drivers need not talk the way they talk to bus riders big issue                                                                                                                                                                                     |
| Some bus stops need to be better lit properly because on the G1, fort pleasant/leete going to the station, if it's past 8:10 I'm pretty much out of luck because the bus driver just zooms past that stop and I have to run to the G2 stop so I can get home |
| Some busses need to run more often like B6, B17, G3. And you need to bring back St James Ave Route                                                                                                                                                           |
| Some drivers are excellent (good people skills), some should be TRAINED More frequent service especially on the 17! Bus not early enough for 9am church service, need earlier service on sunday mornings                                                     |
| some drivers are rude                                                                                                                                                                                                                                        |
| Some drivers are very rude                                                                                                                                                                                                                                   |
| Some drivers very rude                                                                                                                                                                                                                                       |
| Sometimes during the winter, it gets dark and it is hard for the bus driver to see me even though I have my flashlight on.                                                                                                                                   |
| Stop letting people on the bus that stinks oh get done smoking weed, oh cigarettes There are people Who have Asthma them smells do trigger it .                                                                                                              |
| Sunday I would like that bute woods afternoon                                                                                                                                                                                                                |
| Sunday schedule - start earlier in AM (B6)                                                                                                                                                                                                                   |
| Taking the bus is great                                                                                                                                                                                                                                      |
| Thank you                                                                                                                                                                                                                                                    |
| Thank you for all the work you do!                                                                                                                                                                                                                           |

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| Thank you for my month pass                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Thank you for your service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Thank you for your service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Thank you for your services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| thank you for your services, it makes getting to school easy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Thank you! 🙏~👍                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Thank you. I appreciate your bus ride.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Thanks for the service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Thanks for the service and keep it up guys!! Ps got some great drivers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| That the bus drivers stick to the schedule and not leave places earlier than they should. I've missed buses because of that and sometimes that's the last bus of the night. Even if they leave 4 minutes early if I'm coming out of work already walking to the bus that's supposed to leave at 910 but it's leaving at 906 or 908 I miss it because they leave early.                                                                                                                                                                                                                                                                                                                                              |
| The app has a lot of problems (not consistently showing where buses are, showing a bus arrival time but a bus doesn't always show up, and the connections options are weirdly limited and often don't show up as easy to understand and the ones in Google maps)                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| The bike racks aren't secure enough                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| The bus is very loud if there was radio or some way to block out. For safer bus stops: lights on bus stops                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| The bus stops during the winter could use heaters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| The Buses drivers provide good services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| The buses need to be cleaned more often, and the G5 needs to come more than once every hour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| The busy Court Square Springfield bus stop is a hazard -they need to prioritize repairing enough of the sidewalk for people to walk by and wait for the bus.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| The drivers are great, I just wish the buses ran more often, especially in the morning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| the drivers are very friendly and polite and helpful                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| The drivers often pass stops, and in an area like Indian orchard where only ONE bus comes it makes it very hard. Also, children that attend school should not have to pay to go to school and attend school activities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| The most difficult trip that I would love to be able to do reliably is the trip to South Amherst around Hampshire College. I think the R29 either needs to be brought up to full service or the 38 extended down to HTC. The South Hadley segment is the missing link in this region. I know there is also the 39 that I can take from Northampton. In my experience, people don't know of its existence. It would be good to promote it more. For context, I am a bus rider who chooses to ride as much as I can because I care about seeing things get better for all. Overall, I am quite happy with the PVTA's performance. We could always use a few more buses and routes, but that will come in time I hope. |
| The old system for bus plus without the qr code was a lot faster                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| The r10 driver short ish white wears sunglasses he brakes to hard he's extremely rude sometimes he opens the door when the bus isn't stopped meaning as we pull up I Lowkey don't feel comfortable with him driving but it's my only way to work                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| The R14 bus route is too bumpy and road construction is slowing down the buses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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| The route options given in the app are tough to read (on the timeline schedule view that shows up first) AND the info about connections is really hit or miss. I often use GoogleMaps to check for alternate connections then have to check each of the recommended routes individually in the Transit App to confirm (and usually they are correct and also better than what is offered in the app). The app also says it is tracking buses but sometimes the bus just doesn't arrive but the tracker will show it has passed (or will just disappear)! |
| the should add a bus that can go near six Flags because a lot of students and people work at six Flags and they don't got a ride to work at six flags                                                                                                                                                                                                                                                                                                                                                                                                    |
| The time listed is not always true especially for R10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| There needs earlier bus from palmer and a later one back to palmer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| there needs to be more crosswalks between alternating bus stops and the monitors in the bus need to be fixed often                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| There needs to be more routes to Union St. in Westfield. When I go to do grocery shopping I have to wait 2-3 hours to go back home depending on the time of day. When I get out of class I have to wait 2 hours to be able to go home.                                                                                                                                                                                                                                                                                                                   |
| There should be free service for university students at least to the university. Most of the bus drivers regret to give free service in any situation Like one day I paid 5\$ for 1.5\$ ride because i don't have change this happens frequently. Hop it would be fee for university students at least to the university                                                                                                                                                                                                                                 |
| These buses have cockroaches                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| these surveys are to long                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| They need more benches and seating underneath the shelters of Park Ave in West Springfield                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| they should reduce the days and sunday and holiday service on the B17                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| think all is fine                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| time is important to everyone so buses should be on time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| To clean these dirty buses and fix all things broken. R14 should run for longer hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Try to make safety a priority and try to make more accountability for strollers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Union St bus used to come every hour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| W/D Bus line for bus drivers not yelling at me jumping to conclusions in the middle of monday afternoon                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Waiting long for a bus and need more hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Want buses to be more on time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| water bottle refill stations at union station                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| We need more Pasco Road trips on the B6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| why is the R10 never on time?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Wish the Bus stop shelter were cleaner. Especially the on on maple st in Holyoke                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Wish there was a bus on kings highway West Springfield                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Would it not be beneficial to have buses that function as both tour guides and social gathering spaces, enabling individuals to connect with strangers?                                                                                                                                                                                                                                                                                                                                                                                                  |
| yes the bus drivers need to stop giving free rides                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Yes we need more bus stations around Boston rd, in wish we can take cover waiting for the busses to arrive, like to day we have to waiting under the rain for the bus to get to our stop.                                                                                                                                                                                                                                                                                                                                                                |
| Yes we need to lower the fares for the bus passes not fair we had to pay more                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Yes, Everything                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Yes, the amount a disabled person has to ay for a monthly bus pass and income limitations                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

You guys have an excellent service, only that from time to time you must send "mystery passengers" to see for themselves how the drivers are offering their service so that you would have a better idea of where specifically have opportunity for improvements, changes and maybe retraining to your drivers, if you guys always rely and let them work on their own mind and terms, the quality of service could be affected, if they could include a route to Bradley Airport it would be just perfect.